

Competitive Sealed Proposal Evaluation Committee

PROCUREMENT DIVISION



A NEW DAY.

RFP SPECIFICATIONS

FOR

**CREATING TRAINING CONTENT AND PROVIDING A
SAAS LEARNING MANAGEMENT SYSTEM**

Duval County Supervisor of Elections

BID NO: ESC-0353-24

OPEN DATE: April 3, 2024

TIME: 2:00 P.M.

PLACE: ED BALL BUILDING, 214 N. HOGAN STREET, SUITE #105 (FIRST FLOOR),
JACKSONVILLE, FL 32202

PRE-BID CONFERENCE:

N/A

CITY OF JACKSONVILLE

Procurement Division

Ed Ball Building

214 North Hogan Street, Suite 800 (8th Floor)

Jacksonville, Florida 32202

Phone: (904) 255-8800

Fax: (904) 255-8837

**Donna Deegan
Mayor**

**Dustin Freeman, Chief
Procurement Division**

REQUEST FOR PROPOSAL

ESC-0353-24
CREATING TRAINING CONTENT AND PROVIDING A
SAAS LEARNING MANAGEMENT SYSTEM

for
City of Jacksonville, Florida
and
Duval County Supervisor of Elections

SECTION 1
(Specific Information Regarding this RFP)

1.1 Introduction.

The City of Jacksonville and the Duval County Supervisor of Elections (“Buyer”) intend to hire an individual or firm (“Contractor”) to provide the services described in Section 1.2 of this Request for Proposal (“RFP”). Persons interested in submitting a response to this RFP (a “Response”) should carefully review this RFP for instructions on how to respond and for the applicable contractual terms. This RFP is divided into the following sections:

Section 1	Specific Information Regarding This RFP
Section 2	General Instructions
Section 3	General Terms and Conditions of Agreement
Section 4	Description of Services (if referenced in Section 1.2 below)
Section 5	Exhibits, if applicable
Attachment A	Response Format
Attachment B	Evaluation Matrix
Attachment C	Equal Business Opportunity Program Requirements
Attachment D	Sample Contract
Attachment E	Disqualified/Probationary Suppliers List
Attachment F	Federal Funding Provisions (if applicable under Section 1.7 below)
Attachment G	Indemnification
Attachment H	Insurance Requirements
Attachment I	Protest Procedures
Form 1 -	Price Sheet
Form 2 -	Conflict of Interest Certificate
Form 3 -	Business References
Form 4 -	No Bid Survey
Appendix A	Handbook for Precinct Managers - 2024
Appendix B	Precinct Manual for Poll Officials - 2024

In the event of conflicting provisions, the following sections of this RFP will have priority in the order listed: Section 1, Section 4, Section 2, Section 3, the Attachments, and the Forms.

1.2 Scope of Services.

The services sought under this RFP are generally described as follows:

The Duval County Supervisor of Elections Office (SOE) is soliciting responses from qualified contractors who can create training content that follows *Appendix A - Handbook for Precinct Managers - 2024* and *Appendix B - Precinct Manual for Poll Officials - 2024*, herein.

Please see Section 4 for a full description of the services and deliverables required under this RFP.

1.3 Term of Agreement.

The initial term of agreement will commence upon the date of award and will continue for one (1) year. Buyer will have the option to renew such agreement for up to two (2) additional one-year renewal options upon satisfactory performance by Contractor. The Contract is subject to early termination as set forth elsewhere in this RFP.

1.4 Minimum Requirements for Contractors.

Contractors must satisfy the following mandatory minimum requirements in order to have their Responses evaluated. By submitting a Response, Contractor warrants and represents that it satisfies these requirements. Failure to meet these requirements will result in the Response not being evaluated and being rejected as non-responsive:

1. Contractor must have at least three (3) years of experience implementing online training content for elections offices in the United States, preferably with a voter population greater than 500,000.
2. Contractor must provide a minimum of three (3) contactable, favorable references who will verify the information provided. COJ reserves the right to contact said references.

1.5 Equal Business Opportunity Program.

It is an official policy of the City of Jacksonville to encourage the maximum participation of Jacksonville Small and Emerging Businesses (JSEBs) in its contract awards based upon availability. To participate as a JSEB on Buyer projects, a company must be certified as a JSEB with the City's Equal Business Opportunity Office.

This RFP and the resulting Contract are subject to requirements of the "Encouragement Plan," which is fully described on Attachment C to this RFP.

Contractors may contact Buyer's Equal Business Opportunity Office at (904) 255-8840 or find the JSEB directory on Buyer's website. Please contact the Contact Person identified in Section 1.12 if you are uncertain of Buyer's website address or if you experience problems accessing it.

1.6 Documents Available for Inspection.

N/A.

1.7 Federal Funds.

N/A.

1.8 Pre-Bid Meeting.

N/A.

1.9 Response Due Date.

The deadline for submitting responses to this RFP is **Wednesday, April 3, 2024 at 2:00 p.m. EDT**. Please see Sections 2.3 and 2.4 for more details.

1.10 Response Delivery Location.

Responses must be delivered to the following location:

City of Jacksonville, Procurement Division
Ed Ball Building, 214 N. Hogan Street, Suite #105 (1st Floor)
Jacksonville, Florida 32202

1.11 Response Opening.

Responses received shall be publicly announced and recorded at 2:00 PM on the Response Due Date in Room #825, 8th Floor, Ed Ball Building, 214 N. Hogan Street, Jacksonville, FL 32202.

1.12 Contact Person.

If any questions arise during the bidding period of this RFP, contact David Klages, Purchasing Analyst, at phone number (904) 255-8813 or by email at dklages@coj.net.

The deadline for questions is **Monday, March 25, 2024**. Please submit questions as early as possible.

Please refer to Section 2.9 for further information on who may and may not be contacted regarding this RFP.

1.13 Questions and Requests for Amendments.

Any questions, requests for information or requests for amendments to this RFP must be submitted in accordance with Section 2.2 of this RFP.

1.14 Special Instructions.

N/A.

1.15 Special Contract Terms.

N/A

1.16 Formal Demonstrations.

The Supervisor of Elections Office may request a demonstration of the content prior to entering into contract negotiations.

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**Section 2
General Instructions
(RFP for CSPEC Services)**

Contents

- 2.1 Application of Chapter 126 and Other Laws**
- 2.2 Questions and Requests for Amendment to RFP**
- 2.3 Format/Content of Responses**
- 2.4. Submission of Responses**
- 2.5 Evaluation of Responses**
- 2.6 Award of Contract**
- 2.7 Terms of Agreement**
- 2.8 Public Meetings and Special Accommodations**
- 2.9 Ex-Parte Communication.**
- 2.10 Cost of Developing RFP Response**
- 2.11 Response Ownership.**
- 2.12 Public Records Law; Process for Protecting Trade Secrets and Other Information**
- 2.13 Multiple Responses from Same Contractor; No Collusion.**
- 2.14 Conflict of Interest.**
- 2.15 Convicted Vendor List**
- 2.16 Discriminatory Vendor List**
- 2.17 Contractor Representations**
- 2.18 Protests**
- 2.19 Prohibition Against Considering Social, Political, or Ideological Interests in Government Contracting**

2.1 Application of Chapter 126 and Other Laws. The selection of and contracting with a Contractor under the RFP will be in accordance with Part 2 of Chapter 126, of the Jacksonville Ordinance Code. Other provisions of federal, state, county and local laws, and administrative procedures, policies or rules may apply to the RFP and any claims or disputes arising hereunder. Lack of knowledge of the law or administrative procedures, policies, or rules by any Contractor shall not constitute a cognizable defense against their effect.

2.2 Questions and Requests for Amendment to RFP. If a Contractor (i) has questions about the RFP, (ii) finds discrepancies, omissions or ambiguities in the RFP, or (iii) believes any term or condition of the RFP is unreasonable, Contractor should request an amendment to the RFP. The request should reference the RFP section at issue and include any specific language that Contractor recommends using.

All requests for amendment must be submitted to the Contact Person in writing (via US mail, courier, e-mail, or hand delivery) and, unless otherwise specified in the RFP, be received by the Contact Person at least **ten (10) calendar days** before the Response Due Date. Questions and requests for amendments directed to the Contact Person or to any other Buyer personnel shall not constitute a formal protest of the RFP. Failure to request an interpretation or change will be considered evidence that Contractor understands and agrees to the provisions of the RFP.

The posting of a written amendment is the only official method by which interpretations, clarifications, changes or additional information will be given by Buyer prior to the opening of Responses. Any other interpretation, clarification, change or information will have no legal effect.

Buyer reserves the right to amend, cancel or reissue the RFP at its discretion. This includes the right to change the Response Due Date and the Contract award date. Notice of all amendments and cancellations will be posted on Buyer's website (please contact the Contact Person if you are uncertain of the website address or if you experience problems accessing it). Contractor is responsible for monitoring this website for new or changing information.

2.3 Format/Content of Responses.

- A. If a Response Format is specified in the RFP, Contractors should follow that format.
- B. Responses should be prepared simply and economically, providing a straightforward, concise description of Contractor's ability to provide services sought by the RFP. Unnecessary brochures, artwork, expensive paper, and presentation aids are discouraged. Bindings and covers will be at Contractor's discretion.
- C. When responding to specific questions, please reprint each question in its entirety before the response.
- D. Responses shall be in ink or typewritten. All corrections must be initialed.
- E. Response shall be limited to a page size of 8½" x 11". Font size less than 11-point is discouraged. The Response shall be indexed and all pages sequentially numbered.
- F. **Except as may be specifically requested in the Response Format, Contractor may not impose any additional terms or conditions to any aspect of the RFP.** Buyer objects to and shall not be required to consider any additional terms or conditions submitted by Contractor, including any appearing in the Response. In submitting a Response, Contractor agrees that any additional terms or conditions shall have no force or effect. Any failure to comply with the terms and conditions of the RFP, including those specifying information that must be submitted with a Response, may result in rejection of the Response. **If Contractor desires a change or clarification to the terms or conditions of the RFP, Contractor must follow the process set forth in Section 2.2 ("Questions and Requests for Amendments").**
- G. Unless otherwise requested by Buyer, Contractors should make only one proposal for each RFP item. Multiple offerings, alternates (unless any are specifically requested by Buyer) and/or stipulations may be cause for rejection of a Response.
- H. Price offerings shall be **inclusive of ALL costs** (including but not limited to administrative cost for submission of all required paperwork on Buyer's behalf and any other costs) and will be the only compensation given to Contractor for the required services herein.
- I. All prices submitted under the RFP shall be indelible. The use of correction fluid or erasures to correct line item bid prices and/or quantities are not acceptable. Corrections must be by lineout of the incorrect figures, writing in of correct figures, and initialing of the corrections by the originator. Correction fluid or erasure corrected bids will be considered non-responsive for the corrected item(s) only, and may render the entire Response as nonresponsive.
- J. Failure to sign any form requiring a signature may be grounds for rejecting a Response.

2.4 Submission of Responses.

- A. The location and deadline for submitting Responses are set forth in Section 1 of the RFP. Contractors are fully responsible for meeting these requirements. Reliance upon mail or public carrier is at Contractor's risk. **Late responses will not be considered.**
- B. Contractor shall submit:
- 1) One (1) original signed version of its Response clearly marked as "ORIGINAL." The Response must be signed by an officer or employee having authority to legally bind Contractor.
 - 2) Three (3) paper ("hard") copies of the entire Response. Copies must be exact duplicates of the original.
 - 3) One (1) digital scanned copy (in .PDF format) of the entire Response on a flash drive. The scanned copy must be **one complete file**, not a series of files, and be an exact duplicate of the original.

- 4) One (1) REDACTED scanned copy of the Response (if necessary, pursuant to Section 2.12). This copy should be marked "Confidential – Trade Secret" or something comparable to alert the reader of Contractor's claim of a public records exemption.

All copies are to be placed in a sealed package. The outside must be marked with (i) the RFP title and number, and (ii) Contractor's name, address, contact person, and telephone number.

It is the sole responsibility of each Contractor to assure all copies are EXACT duplicates of the original Response. Photocopies or CD copies will be used for the purpose of evaluating the Responses. Any information contained in the original Response which has not been transferred to the CDs or photocopies will NOT be considered. The original document will be used solely for official record keeping and auditing purposes.

2.5 Evaluation of Responses.

- A. Buyer will determine the qualifications, interest and availability of Contractors by reviewing all Responses and, when deemed necessary in the sole discretion of Buyer, by conducting formal interviews of selected Contractors.
- B. Before making an award, Buyer reserves the right to seek clarifications, revisions, and information it deems necessary for the proper evaluation of Responses. Failure to provide any requested clarifications, revisions or information may result in rejection of the Response.
- C. Buyer reserves the right to accept or reject any and all Responses, or separable portions thereof, and to waive any minor irregularity, technicality, or omission if Buyer determines that doing so will serve Buyer's best interests. Buyer may reject any Response not submitted in the manner specified by the RFP.

2.6 Award of Contract.

- A. The process for contract award is set forth in Jacksonville Ordinance Code Sections 126.204. Generally, Buyer will award the Contract to the responsible and responsive proposer whose Response is determined in writing to be the most advantageous to the City of Jacksonville, based solely on the relative importance assigned to price and of the criteria set forth in Attachment B. The award may be contingent on the outcome of direct negotiations under Section 126.201(d)(4) and 126.201(n), *Ordinance Code*. If an agreement cannot be reached with the highest ranked Contractor, Buyer reserves the right to make an award to the next highest ranked Contractor or subsequent Contractor(s) until an agreement is reached.
- B. Buyer may make an award within sixty (60) days after the date the Responses are due, during which period the Responses shall remain firm and shall not be withdrawn. Any Response that expresses a shorter duration may, in Buyer's sole discretion, be accepted or rejected. If award is not made within sixty (60) days, the Response shall remain firm until either the Contract is awarded or Buyer receives from Contractor written notice that the Response is withdrawn. [Note: Withdrawal of a Response may be requested within 72 hours (excluding State holidays, Saturdays and Sundays) after the date and time Responses are due. Buyer will not accept an amended Response after the date and time Responses are due.]
- C. Except as may otherwise be expressly set forth in the RFP, Buyer intends to award one contract, but reserves the right to enter into a contract with multiple Contractors or to reject all Responses.
- D. Based on the evaluation results, Buyer shall electronically post a notice of intended award at Buyer's website. Please contact the Contact Person if you are uncertain of Buyer's website address or if you experience problems accessing it. Any person who is adversely affected by the decision shall file with Buyer a notice of protest in accordance with the Protest provisions of the RFP. Buyer does not intend to provide tabulations or notices of award by telephone.

- 2.7 Terms of Agreement. After award to the successful Contractor, Buyer and Contractor will promptly enter into a written agreement (the "Contract") incorporating the terms of the RFP, the successful Response, and other terms and conditions as may be agreed to between the parties. To the extent the Response contains exceptions to or modifications of the RFP, such exceptions or modifications are stricken unless Buyer affirmatively accepts the

exceptions or modifications in the Contract. The Contract will be substantially in the form set forth in an attachment to the RFP. Buyer will not be obligated to pay Contractor for the RFP services until the Contract is signed by both parties. Buyer retains the right to reject all bids and/or amend its notice of award at any time prior to the full execution of the Contract.

If the successful Contractor fails to perform the Services as agreed, Buyer reserves the right to (i) issue a new solicitation for the Services; (ii) reopen the RFP for the purpose of awarding a second contract to another Contractor in accordance with the criteria and processes set forth herein; and/or (iii) take such other actions permitted by law.

2.8 Public Meetings and Special Accommodations. Any meetings of the RFP evaluation committee (i.e., the Competitive Sealed Proposal Evaluation Committee), shall be noticed on Buyer's website and shall comply with Florida's Open Meetings Laws. Please contact the Contact Person if you are uncertain of Buyer's website address or if you experience problems accessing it. Persons requiring a special accommodation because of a disability should contact the Contact Person identified in Section 1 at least forty-eight (48) hours prior to the meeting.

2.9 Ex-Parte Communications. Communications regarding the RFP by a potential vendor, service provider, bidder, lobbyist or consultant to City employees, staff, or hired consultants are prohibited. This prohibition includes communications with the Buyer's Office of General Counsel unless the Contact Person has authorized those communications in advance. Violations may result in the rejection/disqualification of a Response.

These prohibitions on ex-parte communications do not apply to the following:

- communications regarding the RFP to the Chief of the Procurement Division or the Contact Person, provided the communication is limited strictly to matters of process or procedure already contained in the RFP.
- communications with the City employee responsible for administering the Jacksonville Small Emerging Business Program, provided the communication is limited strictly to matters of programmatic process or procedures.
- communications at any pre-bid conferences.
- communications with the Office of Inspector General and his/her staff regarding any perceived inefficiency, misconduct or abuse by City employees.
- presentations before publicly noticed committee meetings.
- contract negotiations during any duly noticed public meeting.
- any duly noticed site visits to determine competency of bidders during the period between bid opening and issuance of the Chief of Procurement Division's written recommendation.
- communications that are necessary for, and solely related to, the ordinary course of business concerning Buyer's existing contract(s) for the materials or services addressed in the RFP.

The period for these prohibitions commences upon the advertisement of the RFP and terminates after the Chief of the Procurement Division issues a written recommendation to the corresponding awarding committee. If the awarding committee refers the Chief's recommendation back for further review, the prohibitions shall be reinstated until such time as the Chief issues a subsequent recommendation.

2.10 Cost of Developing RFP Response. All costs related to the preparation of Responses and any related activities are the sole responsibility of Contractor. Buyer assumes no liability for any costs incurred by Contractors throughout the entire selection process.

2.11 Response Ownership. All Responses, including attachments, supplementary materials, addenda, etc., shall become property of Buyer and shall not be returned to Contractor. Buyer will have the right to use any and all ideas or adaptation of ideas presented in any Response. Acceptance or rejection of a Response shall not affect this right.

2.12 Public Records Law; Process For Protecting Trade Secrets and Other Information. Article 1, Section 24, Florida Constitution, guarantees every person access to all public records, and Section 119.011, Florida Statutes, provides a broad definition of public records. As such, all responses to the RFP are public records unless exempt by law. If Contractor considers any portion of its Response to be exempt from disclosure under Florida law, Contractor must provide Buyer with a separate redacted copy of the Response and briefly describe in writing the grounds for claiming exemption from the public records law, including the specific statutory citation. Contractor shall be responsible for defending its determination that the redacted portions of its Response are confidential, trade secret or otherwise not subject to disclosure. Further, Contractor shall protect, defend, and indemnify Buyer for any and all claims arising from or relating to Contractor's determination that the redacted portions of its Response are confidential, trade secret or otherwise not subject to disclosure. If Contractor fails to submit a Redacted Copy with its Response in accordance with Section 2.4 above, Buyer is authorized to produce the entire Response in answer to a public records request.

In accordance with Section 119.0701, Florida Statutes, the Contractor shall:

- (a) Keep and maintain public records required by City to perform the services; and
- (b) Upon request from City's custodian of public records, provide City with a copy of the requested records or allow records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided for in Chapter 119, Florida Statutes, or as otherwise provided by law; and
- (c) Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the Contract term and following completion of this Contract if Contractor does not transfer the records to City; and
- (d) Upon completion of this Contract, transfer to City at no cost all public records in possession of Contractor or keep and maintain public records required by City to perform the service. If Contractor transfers all public records to City upon completion of this Contract, Contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If Contractor keeps and maintains public records upon completion of this Contract, Contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to City upon request from City's custodian of public records in a format that is compatible with City's information technology systems.

The above requirements apply to a "Contractor" as defined in Section, 119.0701, Florida Statutes.

IF CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CITY'S CUSTODIAN OF PUBLIC RECORDS AT (904) 255-7674; PRR@COJ.NET; CITY OF JACKSONVILLE, PUBLIC RECORDS REQUEST, 214 N. HOGAN STREET, SUITE 1180, JACKSONVILLE, FLORIDA 32202.

2.13 Multiple Responses from Same Contractor; No Collusion. More than one Response from an individual, firm, partnership, corporation or association under the same or different names is not permitted. Reasonable grounds for believing that a Contractor is involved in more than one Response for the same work will be cause for rejection of all Responses in which such Contractor is believed to be involved. Any or all Responses will be rejected if there is reason to believe that collusion exists between Contractors. Responses in which the prices obviously are unbalanced will be grounds for rejection.

- 2.14 Conflict of Interest.** Section 126.110 of the Jacksonville Ordinance Code requires that a public official who has a financial interest in a bid or contract make a disclosure at the time that the bid or contract is submitted or at the time that the public official acquires a financial interest in the bid or contract, including but not limited to the public official's name, public office or position held, bid or proposal number, and the position or relationship of the public official with the bidder or Contractor. The parties will follow the provisions of Section 126.110, Jacksonville *Ordinance Code*, with respect to required disclosures by public officials who have or acquire a financial interest in a bid or contract with Buyer, to the extent the parties are aware of the same. All Contractors must submit the Conflict of Interest Certificate attached to the RFP.
- 2.15 Convicted Vendor List.** A person or affiliate placed on the State of Florida convicted vendor list pursuant to Section 287.133, Florida Statutes, following a conviction for a public entity crime may not do any of the following for a period of 36 months from the date of being placed on the convicted vendor list:
- submit a bid on a contract to provide any goods or services to a public entity;
 - submit a bid on a contract with a public entity for the construction or repair of a public building or public work;
 - submit bids on leases of real property to a public entity;
 - be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and
 - transact business with any public entity in excess of the Category Two threshold amount provided in Section 287.017, Florida Statutes.
- 2.16 Discriminatory Vendor List.** An entity or affiliate placed on the State of Florida discriminatory vendor list pursuant to Section 287.134, Florida Statutes, may not:
- submit a bid on a contract to provide any goods or services to a public entity;
 - submit a bid on a contract with a public entity for the construction or repair of a public building or public work;
 - submit bids on leases of real property to a public entity;
 - be awarded or perform work as a contractor, supplier, sub-contractor, or consultant under a contract with any public entity; or
 - transact business with any public entity.
- 2.17 Contractor Representations.** In submitting a Response, Contractor understands, represents, and acknowledges the following (if Contractor cannot so certify to any of following, Contractor shall submit with its Response a written explanation of why it cannot do so).
- Contractor currently has no delinquent obligations to the City of Jacksonville or any of its independent agencies.
 - The Response is submitted in good faith and without any prior or future consultation or agreement with any other respondent or potential respondent;
 - To the best of the knowledge of the person signing the Response, neither the Contractor, its affiliates, subsidiaries, owners, partners, principals or officers:
 - is currently under investigation by any governmental authority for conspiracy or collusion with respect to bidding on any public contract;
 - is currently under suspension or debarment by any governmental authority in the United States;
 - has within the preceding three years been convicted of or had a civil judgment rendered against it, or is presently indicted for or otherwise criminally or civilly charged, in connection with (i) obtaining, attempting to obtain, or performing a federal, state, or local government transaction or public contract; (ii) violation of federal or state antitrust statutes; or (iii) commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; or

- has within the preceding three-year period had one or more federal, state, or local government contracts terminated for cause or default.
- If this Agreement is for goods or services of \$1 million or more, the City, pursuant to Section 287.135(3)(c), Florida Statutes, may terminate this Agreement at City's option if Contractor:
 - (a). Is found to have submitted a false certification under Section 287.135(5), Florida Statutes;
 - (b). Has been placed on the Scrutinized Companies that Boycott Israel List created pursuant to Section 215.4725, Florida Statutes, or is engaged in a boycott of Israel;
 - (c). Has been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List created pursuant to Section 215.473, Florida Statutes; or
 - (d). Has been engaged in business operations in Cuba or Syria.
- Contractor has read and understands the RFP terms and conditions, and the Response is submitted in conformance with those terms and conditions.
- All representations made by Contractor to Buyer in connection with the RFP have been made after a diligent inquiry of its employees and agents responsible for preparing, approving, or submitting the Response.
- Contractor shall indemnify, defend, and hold harmless Buyer and its employees against any cost, damage, or expense which may be incurred or be caused by any error in the Response.
- All information provided by, and representations made by, Contractor are material and important and may be relied upon by Buyer in awarding the Contract.

2.18 Protests. Any protest concerning the RFP shall be made in accordance with the Procurement Protest Procedures established pursuant to Section 126.106(e) of the Jacksonville Ordinance Code. A full copy of the procedures is available on Buyer's website and can also be obtained by contacting Buyer's Contact Person. Please contact the Contact Person if you are uncertain of Buyer's website address or if you experience problems accessing it. Questions and requests made to the Contact Person shall not constitute formal Notice of Protest.

The Procurement Protest Procedures include the following provisions:

- a Protestant shall have 10 business days after the posting of a solicitation or 48 hours after the posted date and time of a pre-bid or pre-proposal conference, whichever is earlier, or 48 hours after the posting of an amendment, in which to file a written Notice of Protest in order to timely challenge the requirements, terms and/or conditions contained in bid or proposal documents, including without limitation any provisions governing or establishing: (i) the basis for making the award in question; (ii) evaluation criteria; (iii) equipment, product, or material specifications; (iv) proposed project schedules; (v) statements regarding participation goals or other equal opportunity measures; or (vi) other general solicitation or project requirements.
- a Protestant shall have 48 hours after either the posting or written notification of a decision or intended decision, whichever is earlier, in which to file a written Notice of Protest in order to timely challenge or seek relief from a . . . recommended conclusion to any bid or proposal solicitation process, including without limitation: (i) a recommendation to reject a bid or proposal; (ii) a contract award; or (iii) the short-listing of bidders or proposers.
- A written Notice of Protest shall: (i) be addressed to the Chief [of Jacksonville's Procurement Division]; (ii) identify the solicitation, decision, or recommended award in question by number and title or any other language sufficient to enable the Chief to identify the same; (iii) state the timeliness of the protest; (iv) state Protestants' legal standing to protest; and (v) clearly state with particularity the issue(s), material fact(s) and legal authority upon which the protest is based.
- At the time of filing a timely Notice of Protest, a Protestant may request an extension of three (3) business days after the date its Notice of Protest is timely received, in which to provide supplemental protest documentation. Failure to do so or to timely submit the supplemental protest documentation shall constitute a waiver of any right to same.

- The timely filing of a Notice of Protest shall be accomplished when said notice is actually received by the Procurement Division within the applicable time limitation or period contained herein. Filing a notice may be accomplished by manual transfer via hand-delivery or mail to the Chief of Procurement Division at 214 North Hogan Street, Suite 899, Jacksonville, Florida 32202, or by electronic transfer via facsimile to (904) 255-8837. The responsibility and burden of proof that its Notice of Protest has been timely and properly received shall rest with the Protestant, regardless as to the method of delivery employed.

2.19 Prohibition Against Considering Social, Political, or Ideological Interests in Government Contracting. Pursuant to Section 287.05701, Florida Statutes, as amended, Contractor is hereby notified that the City in awarding contracts to vendors may not:

- (a) Request documentation or consider a vendor’s social, political, or ideological interests when determining if the vendor is a responsible vendor; and
- (b) Give preference to a vendor based on the vendor’s social, political, or ideological interests.

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**Section 3
General Terms and Conditions of Agreement**

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3.42	Compliance with Applicable Laws
3.43	Cooperative Purchasing
3.44	Warranty of Ability to Perform
3.45	Warranty of Authority to Sign Contract
3.46	Governing State Law/Severability/Venue/Waiver of Jury Trial
3.47	Construction
3.48	Office of Inspector General
3.49	Ethics Provisions for Vendors/Suppliers
3.50	Employment Eligibility

3.1. Provision of Services. Contractor shall provide Buyer with all of the services and deliverables described in the RFP, the Response and the resulting Contract (collectively, the "Services"). If any services, functions or responsibilities are not specifically described in the RFP, the Response or the resulting Contract but are necessary for the proper performance and provision of the Services, they shall be deemed to be implied by and included within the scope of the Services to the same extent and in the same manner as if specifically described herein.

3.2. Relationship of the Parties. In performance of the Services, Contractor shall be acting in the capacity of an independent contractor and not as an agent, employee, partner, joint venture or associate of Buyer. Contractor shall be solely responsible for the labor, supplies, materials, means, methods, techniques, sequences and procedures utilized to perform the Services in accordance with the Contract.

3.3. Buyer's Right to Make Changes. Buyer may unilaterally require, by written order, changes altering, adding to, or deducting from the Services ("Changes"), provided that such Changes are within the general scope of the Contract. Buyer will make an equitable adjustment in the Contract price or delivery date if the Change materially affects the cost or time of performance. Such equitable adjustments require the written consent of Contractor, which shall not be unreasonably withheld. The Parties will cooperate with each other in good faith in discussing the scope and nature of the Change, the availability of Contractor personnel, the expertise and resources to provide such Change, and the time period in which such Change will be implemented.

3.4. Service Warranties. Contractor warrants that the Services shall be performed and delivered in a professional, first-class manner in accordance with the Contract and the standards prevailing in the industry. Contractor shall also undertake the following actions without additional consideration during the term of the Contract and for one year thereafter: (i) promptly making necessary revisions or corrections to resolve any errors and omissions on the part of Contractor; and (ii) conferring with Buyer for the purpose of interpreting any of the Services or information furnished. Acceptance of the Services by Buyer shall not relieve Contractor of these responsibilities. The warranties and covenants in this paragraph will extend to all subcontractors as well.

The foregoing warranties and covenants shall not apply (i) with respect to any portions of the Service that have been produced by anyone other than Contractor or its subcontractors; (ii) to any modifications made by anyone other than Contractor or its subcontractors or without Contractor's specific prior written consent; or (iii) to any use of the Service in a manner or for any purpose other than those contemplated in the Contract. **EXCEPT AS EXPRESSLY STATED IN THE CONTRACT, THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES REGARDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CONTRACTOR'S WARRANTIES EXTEND SOLELY TO BUYER.**

3.5. Buyer Will Assist Contractor. At Contractor's request, Buyer will provide reasonable assistance and cooperation to Contractor, including the supply of any data and information necessary for Contractor to provide the Services. Buyer will also designate a Contract Manager who will, on behalf of Buyer, work with Contractor and administer the Contract in accordance with its terms.

3.6. Location Requirements for Services. Unless otherwise stated in the RFP or the Response, the majority of the Services shall be performed within Duval County, Florida and no Services will be performed outside of the United States. These restrictions may be modified in writing if Buyer determines, in its sole discretion, that the restrictions impose an undue burden on Contractor's ability to perform the Services as contemplated in the Contract.

3.7. Use of Subcontractors; Flow-Down Provisions. Except to the extent the use of subcontractors is disclosed in the Response or consented to in writing by Buyer, Contractor shall not be allowed to subcontract or assign any of its duties and obligations hereunder. In all cases, Contractor will be responsible for the acts or omissions of its subcontractors. Contractor will ensure that all relevant contractual obligations will flow down to the subcontractors and will be incorporated into the subcontracts (including the obligations relating to insurance, indemnification, delays, intellectual property rights, public records, non-discrimination, audits, security, location of services, termination, transition assistance, warranties, and the manner in which the Services are to be performed).

3.8. Meetings and Reports. Contractor must attend all meetings and public hearings relative to the Services where its presence is determined to be necessary and requested by Buyer and Contractor can reasonably schedule its appearance. Unless otherwise agreed, Contractor shall provide a monthly report summarizing Contractor's performance. Contractor shall provide other periodic reports respecting the Services as Buyer reasonably requests.

3.9. Ownership of Works.

(a) As used in Sections 3.9 and 3.10, the term "Work" shall mean each deliverable, drawing, design, specification, rendering, notebook, tracing, photograph, reference book, equipment, expendable equipment and material, negative, report, finding, recommendation, data and memorandum of every description, shared with or delivered to Buyer pursuant to the Contract.

(b) With the exception of Contractor's pre-existing intellectual capital and third-party intellectual capital as described in Section 3.10 below, Buyer shall own all right, title and interest, including ownership of copyright (limited to the extent permitted by the terms of any governing licenses), in and to each Work including, but not limited to, software, source code, reports, deliverable, or work product developed by Contractor specifically for Buyer in connection with the Contract, and derivative works relating to the foregoing. The use of these Works in any manner by Buyer shall not support any claim by Contractor for additional compensation.

(c) Each Work, and any portion thereof, shall be a "work made for hire" for Buyer pursuant to federal copyright laws. Any software, report, deliverable, or work product as used in connection with the Work, but previously developed by Contractor specifically for other customers of Contractor or for the purpose of providing substantially similar services to other Contractor customers, generally shall not be considered "work made for hire", so long as the foregoing are not first conceived or reduced to practice as part of the Work. To the extent any of the Works are not deemed works made for hire by operation of law, Contractor hereby irrevocably assigns, transfers, and conveys to Buyer, or its designee, without further consideration all of its right, title and interest in such Work, including all rights of patent, copyright, trade secret, trademark or other proprietary rights in such materials. Except as provided in the foregoing sentences, Contractor acknowledges that Buyer shall have the right to obtain and hold in its own name any intellectual property right in and to the Work. Contractor agrees to execute any documents or take any other actions as may reasonably be necessary, or as Buyer may reasonably request, to perfect or evidence Buyer's ownership of the Work.

3.10. Intellectual Property.

(a) Contractor grants to Buyer an irrevocable, perpetual, royalty free and fully paid-up right to use (and such right includes, without limitation, a right to copy, modify and create derivative works from the subject matter of the grant and the right to sublicense all, or any portion of, the foregoing rights to an affiliate or a third party who provides service to Buyer) Contractor's intellectual property (including, without limitation, all trade secrets, patents, copyright and know-how) that is contained or embedded in, required for the use of, that was used in the production of or is required for the reproduction, modification, maintenance, servicing, improvement or continued operation of any applicable unit of Work.

(b) If the Work contains, has embedded in, or requires for the use of, any third party intellectual property, or if the third party intellectual property is required for the reproduction, modification, maintenance, servicing, improvement or continued operation of the Work, Contractor shall secure for Buyer an irrevocable, perpetual, royalty free and fully paid-up right to use all third party intellectual property. Contractor shall secure such right at its expense and prior to incorporating any third party intellectual property (including, without limitation, all trade secrets, patents, copyright and know-how) into any Work, including, without limitation, all drawings or data provided under the Contract, and such right must include, without limitation, a right to copy, modify and create derivative works from the subject matter of the grant of the right and a right to sublicense all or any portion of the foregoing rights to an affiliate or a third party service provider. This subparagraph does not apply to standard office software (e.g., Microsoft Office).

(c) Should Buyer, or any third party obtaining such Work through Buyer, use the Work or any part thereof for any purpose other than that which is specified in the Contract, it shall be at Buyer's and such third party's sole risk.

3.11. Software Development Processes and Standards. To the extent any software is developed, modified, or otherwise procured under the Contract, Contractor will use commercially-accepted software development and documentation processes and standards.

3.12. Limitation of Warranty for Buyer-Furnished Software. In lieu of any other warranty expressed or implied herein, Buyer warrants that any programming aids and software packages supplied for Contractor use as Buyer-furnished property shall be suitable for their intended use on the system(s) for which designed. In the case of programming aids and software packages acquired by Buyer from a commercial source, such warranty is limited to that set forth in the contractual document covering the product(s). Should Buyer furnish Contractor with any programming aids or software packages that are found not to be suitable for their intended use on the system(s) for which designed,

Contractor shall notify Buyer and supply documentation regarding any defects and their effect on progress on the Contract. Buyer will consider equitably adjusting the delivery performance dates or compensation, or both, and any other contractual provision affected by the Buyer-furnished property in accordance with the procedures provided for in Section 3.3 above ("Buyer's Right to Make Changes").

3.13. Loss of Data. If any Buyer data or record is lost or corrupted due to the negligence of Contractor or any of its subcontractors or agents, Contractor shall be responsible for correcting and recreating all production, test, acceptance and training files or databases affected which are used in the provision of services, at no additional cost to the Customer in the manner and on the schedule set by Buyer. This remedy shall be in addition to any other remedy Buyer may be entitled to by law or the Contract.

3.14. Purchase Orders. If the Contract requires a Service to be ordered by Buyer via purchase order, Contractor shall not deliver or furnish the Service until a Buyer transmits a purchase order. All purchase orders shall bear the Contract or solicitation number, shall be placed by Buyer directly with Contractor, and shall be deemed to incorporate by reference the Contract. Any discrepancy between the Contract terms and the terms stated on the Contractor's order form, confirmation, or acknowledgement shall be resolved in favor of terms most favorable to Buyer.

3.15. Best Pricing for Comparable Services to Other Government Entities. Compensation for the Services shall be as set forth in the Contract. During the Contract term, if Contractor offers better pricing to other government entities for substantially the same or a smaller quantity of Services upon the same or similar terms of the Contract ("Better Pricing"), then the price under the Contract shall be immediately reduced to the better price. Buyer may require Contractor to certify on an annual basis that Better Pricing (as defined above) does not exist.

3.16. Invoicing and Payment.

(a) Unless otherwise specified in the RFP, payment to Contractor for Services shall be made on a monthly basis for the Services provided by Contractor for the preceding month. Invoices shall contain the Contract number, purchase order number if applicable, and the appropriate vendor identification number. Buyer may require any other information from Contractor that Buyer deems necessary to verify its obligation to pay under the Contract. Payments will be made to Contractor approximately forty-five (45) days after receipt and acceptance of a proper invoice. Buyer does not pay service charges, interest or late fees unless required by law.

(b) To the extent Contractor's fees include reimbursement for travel or travel-related expenses, such travel and travel-related expenses shall be subject to and governed by the provisions and limitations of Chapter 106, Part 7, Jacksonville Ordinance Code.

(c) Buyer's obligations to make payment are contingent upon availability of lawfully appropriated funds for the Services.

3.17. Taxes. Buyer is generally exempt from any taxes imposed by the State of Florida or the Federal Government. Exemption certificates will be provided upon request. Contractor shall not include any state, local and federal taxes in any prices quoted to Buyer.

3.18. Right of Setoff. Buyer may, in addition to other remedies available at law or equity and upon notice to Contractor, retain such monies from amounts due Contractor as may be necessary to satisfy any claim for damages, penalties, costs and the like asserted in good faith by Buyer (or any other local government entity or authority located in Duval County, Florida) against Contractor.

3.19. Retention of Records / Audits.

(a) Contractor must establish and maintain books, records, contracts, sub-contracts, papers, financial records, supporting documents, statistical records and all other documents pertaining to the Contract (collectively, the "Records"), in whatsoever form or format (including electronic storage media) is reasonable, safe and sufficient.

(b) Contractor must retain all Records for a minimum period of three (3) years after the final payment is made under the Contract. If an audit has been initiated and audit findings have not been resolved at the end of the three (3) year period, the Records shall be retained until resolution of the audit findings or any litigation which may be based

on the terms of the Contract, at no additional cost to Buyer. Records shall be retained for longer periods when the retention period exceeds the time frames required by law or ordinance.

(c) At all reasonable times for as long as the Records are maintained, Contractor must allow persons duly authorized by Buyer (including Buyer's auditor and inspector general offices), and to have full access to and the right to examine, copy or audit any of the Records, regardless of the form in which kept. Contractor will not charge Buyer for any setup, supervision or space in connection with the examination and audit. Photocopying charges will not exceed the actual and reasonable cost of the copies to Contractor, and Buyer shall be permitted to bring its photocopying equipment if Buyer so desires.

(d) Contractor must comply with and cooperate in any audits or reports requested by Buyer, and must ensure that all related party transactions are disclosed to the auditor.

(e) Contractor must permit Buyer to interview any of Contractor's employees, subcontractors and subcontractor employees to assure Buyer of the satisfactory performance of the terms and conditions of the Contract. Unless the parties agree otherwise or Buyer is willing to pay for the employee's reasonable travel expenses, the interviews will be conducted at the employee's primary place of work. Contractor will not charge Buyer for any employee time unless the interview time for that employee exceeds eight (8) hours in a calendar year.

(f) Following any audit or review, if performance of Contractor is, in the opinion of Buyer, deficient, Buyer will deliver to Contractor a written report of the deficiencies and request for development by Contractor of a corrective action plan. Contractor hereby agrees to prepare and submit, to Buyer, said corrective plan within ten (10) days of receiving Buyer's written report. Thereafter, Contractor must correct all deficiencies in the corrective action plan within a reasonable time after Buyer's receipt of the corrective action plan.

(g) All reports and other information provided by Contractor pursuant to this Section shall be submitted under penalties of perjury, under Section 837.06, Florida Statutes.

(h) Contractor must include the aforementioned audit, inspection, investigation and record-keeping requirements in all subcontracts and Contract assignments.

(i) Contractor agrees to reimburse Buyer for the reasonable costs of investigation incurred by Buyer for audits, inspections and investigations that uncover a material violation of the Contract. Such costs shall include the salaries of investigators, including overtime, travel and lodging expenses, and expert witness and documentary fees. Contractor shall not be responsible for any costs of investigations that do not uncover a material violation of the Contract.

3.20. Indemnification. See Attachment G attached hereto.

3.21 Insurance. See Attachment H attached hereto.

3.22. Buyer's Right to Suspend Work. Buyer may in its sole discretion suspend any or all activities under the Contract by providing a written notice to Contractor at least five (5) days in advance that outlines the particulars of suspension. Within ninety (90) days of providing such notice, or within any longer period agreed to by Contractor, Buyer shall either (1) authorize the resumption of work, at which time activity shall resume, or (2) terminate the Contract in accordance with the applicable termination provisions. Suspension of work shall not entitle Contractor to any additional compensation. The parties will reasonably amend any schedules relating to performance of the Services to reflect the suspension of work hereunder. Contractor shall not be entitled to receive compensation for any work it performs after being excused from providing it hereunder.

3.23. Buyer's Right to Terminate for Convenience. Buyer reserves the right to terminate the Contract at any time and for any reason by giving written notice to Contractor. If the Contract is terminated for convenience as provided herein, Buyer will be relieved of all further obligations other than payment for that amount of Services actually performed to the date of termination. Access to any and all work papers will be provided to the District after the termination of the Contract. The parties understand and agree that Contractor shall not have a reciprocal right to terminate the Contract for convenience; it being understood that Buyer's payment for Services forms the consideration for Contractor not having this right. In the event of Buyer's termination of the Contract, Buyer (in its sole discretion) may also require Contractor to provide the Transition Services as set forth in Section 3.26 below.

3.24. Buyer's Remedies Upon Contractor Default. Any one or more of the following events, if not cured within ten (10) calendar days after Contractor's receipt of written notice thereof, shall constitute an "Event of Default" on the part of Contractor: (1) Contractor fails to perform the Services within the time specified in the Contract or any extension, (2) Contractor fails to maintain adequate progress, thus endangering performance of the Contract, (3) Contractor fails to honor any other material term of the Contract, or (4) Contractor fails to abide by any statutory, regulatory, or licensing requirement. Buyer may extend the 10-day cure period in its discretion.

In addition, the following shall constitute an immediate Event of Default with no right cure: (i) Contractor is found to have made a false representation or certification in its Response, or (ii) Contractor has been placed on the list maintained under Section 287.135, Florida Statutes, of companies with activities in Sudan or in Iran Petroleum Energy Sector.

Upon an "Event of Default" on the part of Contractor, Buyer will be entitled to terminate the Contract and pursue such other remedies available at law or equity, including the recovery of any re-procurement costs and delay damages. The rights and remedies available to Buyer under the Contract are distinct, separate and cumulative remedies, and no one of them, whether or not exercised by a party, shall be deemed to be in exclusion of any other.

If, after termination, it is determined that Contractor was not in default, or that the default was excusable, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience.

3.25. Contractor Remedies Upon Buyer Default. Buyer shall be in default if Buyer fails to honor any material term of the Contract, and such failure is not cured within forty-five (45) calendar days after receipt of written notice thereof from Contractor. In the event of Buyer's default, Contractor will be entitled to terminate the Contract and pursue such other remedies available at law or equity as it deems appropriate. **Except as expressly provided elsewhere in the Contract, Contractor will not be entitled to recover any lost profits or consequential damages.** The rights and remedies available to Contractor under the Contract are distinct, separate and cumulative remedies, and no one of them shall be deemed to be in exclusion of any other.

3.26. Transition Services. At any time prior to the date the Contract expires or terminates for any reason (the "Termination Date"), Buyer may direct Contractor to provide reasonable transition assistance services ("Transition Assistance"). Contractor shall provide such Transition Assistance until such time as Buyer notifies Contractor that Buyer no longer requires such Transition Assistance, but in no event for more than 180 days following the Termination Date.

Transition Assistance shall mean any services, functions or responsibilities that are ordinarily or customarily provided to a purchaser to ensure that the services provided to that purchaser by a contractor are fully transitioned in a smooth and efficient manner to a new service provider (either Buyer itself or a third party contractor). Transition Assistance includes the development and implementation of a detailed transition plan. To the extent that Transition Assistance will involve third parties hired by Buyer, those third parties shall cooperate with Contractor in its provision of Transition Assistance and sign any reasonable non-disclosure agreements required by Contractor.

Transition Assistance rendered before the Termination Date shall be provided at no additional cost to Buyer. Transition Assistance rendered after the Termination Date shall be provided at the rates negotiated by the parties prior to the rendering of such service, which rates shall not exceed the standard market rates that Contractor charges to government entities for comparable services; provided however, that if Buyer terminates the Contract because of a breach by Contractor, then (i) the Transition Assistance shall be provided at no cost to Buyer, and (ii) Buyer will be entitled to any other remedies available to it under law. Contractor may withhold Transition Assistance after the Termination Date if Buyer does not provide reasonable assurance that the charges for such Transition Assistance will be paid to Contractor in accordance with the invoicing and payment provisions of the Contract.

3.27. Force Majeure, Notice of Delay, and No Damages for Delay. Neither party shall be responsible for delays in performance if the delay was beyond that party's control (or the control of its employees, subcontractors or agents). Contractor shall notify Buyer in writing of any such delay or potential delay and describe the cause of the delay either (1) within ten (10) calendar days after the cause that creates or will create the delay first arose, if Contractor could reasonably foresee that a delay could occur as a result, or (2) if delay is not reasonably foreseeable, within five (5) calendar days after the date Contractor first had reason to believe that a delay could result. Based upon such notice, Buyer will give Contractor a reasonable extension of time to perform; provided, however, that Buyer may elect to terminate the Contract

in whole or in part if Buyer determines, in its sole judgment, that such a delay will significantly impair the value of the Contract to Buyer. Providing notice in strict accordance with this paragraph is a condition precedent to such remedy.

THE FOREGOING SHALL CONSTITUTE CONTRACTOR'S SOLE REMEDY OR EXCUSE WITH RESPECT TO DELAY. No claim for damages, other than for an extension of time, shall be asserted against Buyer. Contractor shall not be entitled to an increase in the Contract price or payment of any kind from Buyer for direct, indirect, consequential, impact or other costs, expenses or damages, including but not limited to costs of acceleration or inefficiency arising because of delay, disruption, interference, or hindrance from any cause whatsoever.

3.28. No Waiver. The delay or failure by a party to exercise or enforce any of its rights under the Contract shall not constitute or be deemed a waiver of that party's right thereafter to enforce those rights, nor shall any single or partial exercise of any such right preclude any other or further exercise thereof or the exercise of any other right. Unless otherwise agreed in writing, Buyer's payment for the Services shall not release Contractor of its obligations under the Contract and shall not be deemed a waiver of Buyer's right to insist upon strict performance hereof.

3.29. Qualification of Contractor Employees, Subcontractors, and Agents. All Contractor employees, subcontractors and agents performing work under the Contract shall be properly trained and qualified. Upon request, Contractor shall furnish a copy of technical certification or other proof of qualification. All employees, subcontractors and agents performing work under the Contract must comply with all reasonable administrative requirements of Buyer and with all controlling laws and regulations relevant to the services they are providing under the Contract. Buyer may conduct, and Contractor shall cooperate in, a security background check or other assessment of any employee, subcontractor or agent furnished by Contractor. Buyer may refuse access to, or require replacement of, any personnel for reasonable cause.

Contractor shall take all actions necessary to ensure that Contractor's employees, subcontractors and agents are not considered employees of Buyer. Such actions include, but are not limited to, ensuring that Contractor's employees, subcontractors and agents receive payment and any legally mandated insurance (e.g., workers' compensation and unemployment compensation) from an employer other than Buyer.

As a condition to providing services to Buyer, Contractor (and any subcontractor) will enroll and participate in the federal E-Verify Program within thirty days of the effective date of the Contract. Proof of enrollment and participation will be made available to Buyer upon request.

3.30. Security Procedures. Contractor and its employees, subcontractors and agents shall comply fully with all generally applicable security procedures of the United States, the State of Florida and Buyer in performance of the Contract. Buyer agrees that any security procedures imposed by Buyer specifically for the Contract will be reasonable and will not impose any unreasonable costs or hardships.

3.31. Restrictions on the Use or Disclosure of Buyer's Information. Contractor shall not use, copy or disclose to third parties, except in connection with performing the Services, any information obtained by Contractor or its agents, subcontractors or employees in the course of performing the Services, including, but not limited to, security procedures, business operations information, or commercial proprietary information in the possession of Buyer. At Buyer's request, all information furnished by Buyer will be returned to Buyer upon completion of the Services. Contractor shall not be required to keep confidential any information that has already been made publicly available through no fault of Contractor or that Contractor developed independently without relying on Buyer's information. To ensure confidentiality, Contractor shall take appropriate steps as to its employees, agents, and subcontractors, including the insertion of these restrictions in any subcontract agreement. The warranties of this paragraph shall survive the Contract.

3.32. Protection of Contractor's Trade Secrets and Other Confidential Information. All documents received by Buyer in connection with this Agreement are subject to Chapter 119, Florida Statutes (the "Florida Public Records Law"). Any specific information that Contractor claims to be a trade secret or otherwise exempt from the Florida Public Records Law must be clearly identified as such by Contractor on all copies furnished to Buyer. Buyer agrees to notify Contractor of any third-party request to view such information, but it is Contractor's obligation to obtain a court order enjoining disclosure. If Contractor fails to obtain a court order enjoining disclosure within five (5) business days of Contractor's receiving notice of the request, Buyer may release the requested information. Such release shall be deemed for purposes of the Contract to be made with Contractor's consent and will not be deemed to be a violation of law, including but not limited to laws concerning trade secrets, copy right or other intellectual property.

3.33. Assignment. Each party binds itself and its respective successors and assigns in all respects to all of the terms, conditions, covenants and provisions of the Contract. Contractor shall not sell, assign or transfer any of its rights (including rights to payment), duties or obligations under the Contract without the prior written consent of Buyer. In the event of any assignment, Contractor shall remain liable for performance of the Contract unless Buyer expressly waives such liability. Buyer may assign the Contract with prior written notice to Contractor of its intent to do so. Nothing herein shall be construed as creating any personal liability on the part of any officer, employee or agent of Buyer.

3.34. Notice and Approval of Changes in Ownership. Because the award of the Contract may have been predicated upon Contractor's ownership structure, Contractor agrees that any transfer of a substantial interest in Contractor by any of its owners shall require Buyer's prior written approval, which approval shall not be unreasonably withheld or unreasonably delayed. By execution of the Contract, Contractor represents that it has no knowledge of any intent to transfer a substantial interest in Contractor. A substantial interest shall mean at least 25% of the voting shares in Contractor. This section shall not apply to (i) transfers occurring upon the incapacitation or death of an owner; (ii) transfers associated with an initial public offering on the NYSE or NASDAQ markets; or (iii) transfers to a company whose stock is publicly traded on the NYSE or NASDAQ markets.

3.35. Assignment of Antitrust Claims. Contractor and Buyer recognize that in actual economic practice, overcharges resulting from antitrust violations are in fact usually borne by Buyer. Therefore, Contractor hereby assigns to Buyer any and all claims under the antitrust laws of Florida or the United States for overcharges of goods, materials or services purchased in connection with the Contract.

3.36. Equal Employment Opportunity. The Equal Opportunity clause in Title 41, Part 60-1.4 of the Code of Federal Regulations (Paragraphs 1 through 7 of President's Executive Order 11246), the provisions of the Equal Opportunity for Individuals with Disabilities Act in 42 U.S.C. Section 12112, the Listing of Employment Openings for Veterans Clause in Title 41, Part 50-260.2 of the Code of Federal Regulations and the Disabled Veterans and Veterans of the Vietnam era Clause in Title 41, Part 60-250.5 of the Code of Federal Regulations, are incorporated herein by reference if and to the extent applicable. If Contractor is exempt from any of the above cited terms, written evidence of such exempt status must be provided to Buyer.

3.37. Other Non-Discrimination Provisions. As required by Section 126.404, Jacksonville Ordinance Code, contractor represents that it has adopted and will maintain throughout the term of this contract a policy of nondiscrimination or harassment against any person with regard to race, color, sex (including pregnancy), sexual orientation, gender identity or expression, religion, political affiliation, national origin, disability, age, marital status, veteran status, or any other impermissible factor in recruitment, hiring, compensation, training, placement, promotion, discipline, demotion, transfers, layoff, recall, termination, working conditions and related terms and conditions of employment. Contractor agrees that, on written request, it will permit reasonable access to its records of employment, employment advertisement, application forms and other pertinent data and records, by the Executive Director of the Community Relations Commission, or successor agency or commission, for the purpose of investigation to ascertain compliance with the non-discrimination provisions of the Contract; *provided however*, that Contractor shall not be required to produce, for inspection, records covering periods of time more than one (1) year prior to the effective date of the Contract. Contractor agrees that, if any of the products or Services to be provided pursuant to the Contract are to be provided by a subcontractor, the provisions of this Section shall be incorporated into and become a part of the subcontract.

3.38. Prompt Payment to Subcontractors and Suppliers. The following is required by Chapter 126, Part 6, Jacksonville Ordinance Code; provided however, if Contractor does not use JSEB subcontractors, as identified below, this Section 3.38 shall not apply:

(a) *Generally.* When Contractor receives payment from Buyer for labor, services or materials furnished by subcontractors and suppliers hired by Contractor, Contractor shall remit payment due (less proper retainage) to those subcontractors and suppliers within fifteen (15) calendar days after Contractor's receipt of payment from Buyer. Nothing herein shall prohibit Contractor from disputing, pursuant to the terms hereof, all or any portion of a payment alleged to be due to its subcontractors and suppliers. In the event of such dispute, Contractor may dispute the disputed portion of any such payment only after Contractor has provided notice to the Buyer and to the subcontractor or supplier whose payment is in dispute, which notice shall: (i) be in writing; (ii) state the amount in dispute; (iii) specifically describe the actions required to cure the dispute; and (iv) be delivered to Buyer and said subcontractor or supplier within ten (10) calendar days after Contractor's receipt of payment from Buyer. Contractor shall pay all undisputed amounts due within the time limits imposed by this Section.

(b) *Jacksonville Small and Emerging Business Enterprise and Minority Business Enterprise Participation.* Notwithstanding Chapter 126, Part 6 of the Jacksonville Ordinance Code, Contractor shall pay all contracts awarded with certified Jacksonville Small and Emerging Business Enterprises (“JSEB”), as defined therein, their pro rata share of their earned portion of the progress payments made by Buyer under the Contract within seven (7) business days after Contractor’s receipt of payment from Buyer (less proper retainage). The pro-rata share shall be based on all work completed, materials and equipment furnished, or services performed by the certified JSEB at the time of payment. As a condition precedent to progress and final payments to Contractor, Contractor shall provide to Buyer, with its requisition for payment, documentation that sufficiently demonstrates that Contractor has made proper payments to its certified JSEB’s from all prior payments Contractor has received from Buyer. Contractor shall not unreasonably withhold payments to certified JSEB’s if such payments have been made to Contractor. If Contractor withholds payment to its certified JSEB’s, which payment has been made by Buyer to Contractor, Contractor shall return said payment to Buyer. Contractor shall provide notice to Buyer and to the certified JSEB’s whose payment is in dispute, which notice shall: (i) be in writing; (ii) state the amount in dispute; (iii) specifically describe the actions required to cure the dispute; and (iv) be delivered to Buyer and said JSEB’s within five (5) calendar days after Contractor’s receipt of payment from Buyer. Contractor shall pay all undisputed amounts due within the time limits imposed in this Section. The failure to pay undisputed amounts to the JSEB’s within seven (7) business days shall be a breach of the Contract, compensable by one per-cent (1%) of the outstanding invoice being withheld by Buyer, not as a penalty, but as liquidated damages to compensate for the additional contract administration by Buyer.

(c) *Third Party Liability.* The Prompt Payment requirements hereunder shall in no way create any contractual relationship or obligation between Buyer and any subcontractor, supplier, JSEB or any third party or create any Buyer liability for Contractor’s failure to make timely payments hereunder. However, Contractor’s failure to comply with the Prompt Payment requirements shall constitute a material breach of Contractor’s contractual obligations to Buyer. As a result of said breach, Buyer, without waiving any other available remedy it may have against Contractor, may: (i) issue joint checks; and (ii) charge Contractor a 0.2% daily late payment charge or the charges specified in said Chapter 126 of the Jacksonville Ordinance Code for JSEB’s and in Chapter 218, Florida Statutes, for non-JSEB’s, whichever is greater.

3.39. Conflicts of Interest. Contractor acknowledges that Section 126.112 of the Jacksonville Ordinance Code requires that a public official who has a financial interest in a bid or contract make a disclosure at the time that the bid or contract is submitted or at the time that the public official acquires a financial interest in the bid or contract, including but not limited to the public official's name, public office or position held, bid or proposal number, and the position or relationship of the public official with the bidder or contractor.

3.40. Contingent Fees Prohibited. Contractor warrants that it has not employed or retained any company or person, other than a bona fide employee working solely for Contractor, to solicit or secure the Contract and that it has not paid or agreed to pay any person, company, corporation, individual or firm, other than a bona-fide employee working solely for Contractor, any fee, commission, percentage, gift or any other consideration, contingent upon or resulting from the award or making of the Contract. For the breach or violation of these provisions, Buyer shall have the right to terminate the Contract without liability and, at its discretion, to deduct from the contract price, or otherwise recover, the full amount of such fee, commission, percentage, gift or consideration.

3.41. Truth in Negotiation Certificate. The execution of the Contract by Contractor shall be deemed to be a simultaneous execution of a Truth-In-Negotiation Certificate, whereby Contractor states that the wage rates and other factual unit costs supporting the compensation hereunder are accurate, complete and current at the time of contracting. Further Contractor agrees that the compensation hereunder shall be adjusted to exclude any significant sums where Buyer determines the contract price was increased due to inaccurate, incomplete or non-current wage rates and other factual unit costs, provided that any and all such adjustments shall be made within one (1) year following the completion date of the Contract.

3.42. Compliance with Applicable Laws. Contractor (and any subcontractors) must comply with all applicable federal, state and local laws, rules and regulations as the same exist and as may be amended from time to time, including, but not limited to:

- Chapter 119, Florida Statutes (the Florida Public Records Law);
- Section 286.011, Florida Statutes (the Florida Sunshine Law);
- Chapter 602, Jacksonville Ordinance Code (the Jacksonville Ethics Code);

- Chapter 126, Jacksonville Ordinance Code (the Jacksonville Purchasing Code); and
- All licensing and certification requirements applicable to performing the Services.

3.43. Cooperative Purchasing. Pursuant to their own governing laws, and subject to the agreement of Contractor, other entities may be permitted to make purchases at the terms and conditions contained herein. These purchases are independent of the agreement between Buyer and Contractor, and Buyer shall not be a party to such transactions.

3.44. Warranty of Ability to Perform. Contractor warrants that (i) it is ready, willing and able to perform its obligations under the Contract, and (ii) to the best of Contractor's knowledge, there are no pending or threatened actions, proceedings, investigations or any other legal or financial conditions that would in any way prohibit, restrain, or diminish Contractor's ability to satisfy its Contract obligations. Contractor shall immediately notify Buyer in writing if its ability to perform is compromised in any manner during the term of the Contract.

3.45. Warranty of Authority to Sign Contract. Each person signing the Contract warrants that he or she is duly authorized to do so and to bind the respective party to the Contract.

3.46. Governing State Law/Severability/Venue/Waiver of Jury Trial. The rights, obligations and remedies of the parties as specified under the Contract shall be interpreted and governed in all aspects by the laws of the State of Florida. Should any provision of the Contract be determined by the courts to be illegal, unenforceable or in conflict with any applicable law, the validity of the remaining provisions shall not be impaired. Venue for litigation of the Contract shall be exclusively in courts of competent jurisdiction located in Jacksonville, Duval County, Florida. The parties waive any and all rights to a jury trial with respect to disputes arising under the Contract.

3.47. Construction. Both parties acknowledge that they have had the opportunity to provide meaningful input into the terms and conditions contained in the Contract. Therefore any doubtful or ambiguous provisions contained herein shall not be construed against the party who physically prepared the Contract. Article headings appearing herein are inserted for convenience or reference only and shall in no way be construed to be interpretations of text.

3.48 Office of Inspector General. The City of Jacksonville has established an Office of Inspector General, Section 602.301, Part 3, Chapter 602, *Ordinance Code*, as may be amended. The Inspector General's authority includes but is not limited to the power to: review past, present, and proposed City contracts, transactions, accounts, and records; require the production of records; and, audit, investigate, monitor, and inspect the activities of the City, its officials, employees, contractors, their subcontractors and lower tier subcontractors, and other parties doing business with the City and/or receiving City funds in order to ensure compliance with contract requirements and detect corruption and fraud. Failure to cooperate with the Inspector General or interfering with or impeding any investigation shall be a violation of Section 602.309, *Ordinance Code*.

3.49 Ethics Provisions for Vendors/Suppliers. The Bidder, by affixing its signature to the proposal form, and/or the acceptance of a purchase order, represents that it has reviewed the provisions of the Jacksonville Ethics Code contained in chapter 602, Jacksonville Ordinance Code and the provisions of the Purchasing code contained in chapter 126, Jacksonville Ordinance Code and has read and will comply with the Mandatory Ethics Training for Suppliers located on the [Procurement Website](#).

3.50 Employment Eligibility. Pursuant to the provisions of section 448.095, Florida Statutes, the parties agree to the following. For purpose of this section, the term "contract" includes this Agreement and any contract between the Contractor and any of its subcontractors:

- (a) The Contractor and any of its subcontractors shall register with and use the E-Verify system to verify the work authorization status of all newly hired employees. The Contractor and any of its subcontractors may not enter into a contract unless each party to the contract registers with and uses the E-Verify system.
- (b) 1. If the Contractor enters into a contract with a subcontractor, the subcontractor must provide the Contractor with an affidavit stating that the subcontractor does not employ, contract with, or subcontract with an unauthorized alien.
2. If the City has a good faith belief that a subcontractor knowingly violated this subsection, but the contractor otherwise complied with this subsection, then the City shall promptly notify the Contractor and order the Contractor to immediately terminate the contract with the subcontractor.

- 3. A contract terminated under subparagraph 1. or subparagraph 2. shall not a breach of contract and may not be considered as such.
- (c) 1. The City, the Contractor, or any of the Contractor’s subcontractors who has a good faith belief that a person or entity with which it is contracting has knowingly violated s.448.09 (1), Florida Statutes, shall terminate the contract with the person or entity.
- 2. If the City has a good faith belief that as subcontractor knowingly violated this subsection, but the Contractor otherwise complied with this subsection, the City shall promptly notify the Contractor and order the Contractor to immediately terminate the contract with the sub-contractor.
- 3. A contract terminated under subparagraph 1. or subparagraph 2. shall not be a breach of Contract and may not be considered as such.
- (d) The City, Contractor, or any of Contractor’s subcontractors may file an action with a circuit county court to challenge a termination under paragraph (c) no later than 20 calendar days after the date on which the contract was terminated.
- (e) If the City terminates the Agreement with Contractor under paragraph (c), the Contractor may not be awarded a public contract for at least 1 year after the date on which the Agreement was terminated.
- (f) The Contractor is liable for any additional costs incurred by the City as a result of the termination of a contract.

Shorter version:

E-Verify. In accordance with Chapter 2020-149, Laws of Florida, the Contractor confirms that it does not currently, and will not in the future, employ, contract with, or subcontract with unauthorized aliens and that it has registered accordingly with the E-Verify platform. Contractor acknowledges that any violation with the aforementioned will result in a default to this Agreement and the City shall be entitled to any and all relief available, including but not limited to, consequential damages, rebate of fees, costs and expenses, etc., resulting from the voiding of this Agreement.

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Section 4 Description of Services and Deliverables

The following minimum requirements must be met:

I. Contractor Requirements

1. The awarded Contractor and Subcontractor(s) must possess a local business tax receipt from the Duval County Local Business Tax Office (904-255-5700, option 3) within ten (10) business days from the Notice of Award.
2. Online poll worker training for the Duval County Supervisor of Election's Office that can be customized to Duval County's election standards. The training will be used by up to 1,800 users.
3. Ability to create an online training solution in-house, without the use of third parties.
4. The creation of portable, flexible, dynamic election poll worker training in SCORM (Sharable Content Object Reference Model) courses owned (not simply licensed) by the customer.
 - a. The creation of SCORM courses will include production of multimedia assets, including but not limited to an onsite video shoot, voiceovers/captioning, animations, interactive exercises/assessments, and election technology simulations.
 - b. Completed content will cover three (3) hours of training.

II. System Requirements

1. Configurable and scalable SCORM-compliant Learning Management System (LMS) for user and administrative roles that:
 - a. Includes an API (Application Programming Interface), scheduling in-person classroom registration, rostering, monitoring, assessments, reporting, maintenance, and IT support.
 1. Custom report capability
 2. User time tracking, not just progression tracking
 - b. Provides a two-way communications and messaging platform for real-time precinct level coordination.
 1. Private messaging capabilities
 2. Public and private forums, with access control
 3. Capability to email with attachments
 4. Able to download communication forums into Microsoft and/or .PDF format for archiving purposes
 5. In course Help Desk support through email for the user; or LiveChat
 - c. Hosts all content within the LMS without the need for services such as YouTube, Vimeo, cloud drives, etc. to hold files.
 - d. Does not require the installation of any software by the learner to access training materials.
 - e. Works on all major web browsers, including but not limited to, Microsoft Edge, Google Chrome, Safari. This includes working on mobile devices, e.g., Apple iPhone or tablet.
 - f. Provides training on how to operate the platform to Duval County Supervisor of Elections Office (SOE) employees for each election.
2. Annual maintenance for on-demand time-sensitive course updates to meet the specific needs of each election.
 - a. Request is for twenty (20) hours of content revisions/additions and eight (8) hours of support annually; with the option to exceed hours at an hourly rate provided with pricing submittal.
 1. Contractor will handle all aspects with regards to rostering for each election. Duval County SOE Office will provide data to complete this requirement.

- b. Annual maintenance includes Software maintenance, Perfective maintenance, Adaptive maintenance, Preventive maintenance, and/or Corrective maintenance, that ensures software has no defects, errors or malfunctions.
- 3. First year to include creation, implementation, and support; with annual renewal options available for two (2) years.
- 4. Must provide references and examples of successful implementation of online training for elections offices in the United States, preferably with a voter population greater than 500,000.
- 5. The full 3-hours of completed content must be delivered by July 8, 2024.

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Attachment A Response Format

To maintain comparability and facilitate the evaluation process, Responses shall be organized in the manner set forth below. **Tab delineations for each of the five sections are required.**

- 1) **Title Page:** Include RFP Title, RFP Number, Contractor's full name, address, phone number.
- 2) **Cover Letter:** Include the following:
 - Date of Letter.
 - RFP Title and Number.
 - Contractor's full name, address and phone number.
 - Names of the person(s) who will be authorized to make representations for the Contractor, their titles, addresses (**including email address**) and telephone numbers.
 - Contractor's Federal Employer ID Number.
 - Acknowledgement that (i) the Response is based on the terms set forth in the RFP and all amendments thereto posted on Buyer's website as of the date of the Response, and (ii) the Contractor will be responsible for monitoring Buyer's website for subsequent amendments and for either maintaining, amending or withdrawing the Response prior to the Response Due Date based on those subsequent amendments.
 - Signature of Authorized Representative.
- 3) **Required Forms.** Attach all forms identified in Section 1 or in Attachments C or F, each signed by an authorized representative. The forms that are required include:
 - All issued addenda (if applicable). Addenda must be signed and dated.
 - Form 1 – Price Sheet
 - Form 2 – Conflict of Interest Certificate
 - Form 3 – Business References
 - Attachment C – Equal Business Opportunity Program Forms if you are, or will utilize, a certified Jacksonville Small Emerging Business (JSEB).
- 4) **Proof of Minimum Requirements.** Responses will ONLY be accepted from companies meeting the minimum requirements in Section 1.4 of the RFP. Contractor must provide clear documentation that they meet the minimum requirements.
- 5) **Statement of Qualifications.** This portion of the Response will be used to provide the information Buyer needs to evaluate how well the Contractor meets the criteria listed in Attachment B – Evaluation Criteria.

Failure to provide adequate information on any criterion will result in lower scores and could result in rejection of the Response as non-responsive.

Please divide this portion of the Response into subsections that correspond to each of the criteria listed in Attachment B – Evaluation Criteria.

Attachment B Evaluation Matrix

The evaluations will be based upon the following criteria, and Proposers are requested to provide, as a minimum, the information listed under each criterion. Failure to provide adequate information on any criterion will result in lower scores and could result in rejection of the proposal as non-responsive. The response to each of the criteria will be evaluated relative to the other responses received and the contract will be awarded to the highest scoring, responsive, responsible bidder for the Evaluation Criteria.

Proposers shall arrange their responses in a format that will offer ready review and evaluation of each criterion. Please note that **100** points is the maximum total of the criteria.

EVALUATION CRITERIA:

1. COMPETENCE:

30 Points Maximum Score

Describe professional and/or technical education and training; experience in the kind of projects to be undertaken; and availability of adequate personnel. Provide names and resumés of all individuals to be assigned to this project.

2. PAST AND PRESENT RECORD OF PROFESSIONAL ACCOMPLISHMENTS WITH CITY AGENCIES AND OTHERS:

20 Points Maximum Score

Provide a minimum of three (3) completed projects that are similar in nature and scope to the project under consideration with references to include client's contact person and telephone number. Projects must have been held within the last three (3) years. Describe any outstanding accomplishments that relate to specific services being sought.

3. ABLE TO DELIVERY BY JULY 8, 2024:

20 Points Maximum Score

Provide a list of project(s) that were completed by or before a deadline. Projects must have been held within the last three (3) years. The projects listed under this criterion can be the same projects listed in the second criterion.

4. COST:

30 Points Maximum Score

Price submission shall be for the total base bid for the project. The proposal with the lowest Total Cost will receive the maximum number of points allotted. The number of points awarded for the remainder of the proposals will be determined by a mathematical formula in which the lowest Total Cost is divided by the Contractor's Total Cost. That number will then be multiplied by the maximum number of points for the Cost criterion (30). The Contractor will receive the number of points as determined by the formula.

Example: The City receives three proposals: Firm #1 with a price of \$100,000.00; Firm #2 with a price of \$200,000.00; and Firm #3 with a price of \$300,000.00.

- Firm #1 would receive the maximum number of points (**30 points**).
- Firm #2 would receive **15 points** (\$100,000.00 divided by \$200,000.00 multiplied by the maximum number of points (30)).
- Firm #3 would receive **10 points** (\$100,000.00 divided by \$300,000.00 multiplied by the maximum number of points (30)).

**EQUAL BUSINESS OPPORTUNITY PROGRAM
PROJECT GOALS PLANS
ENCOURAGEMENT/PARTICIPATION/SET-ASIDE**

A. POLICY

Pursuant to Part 6 of Chapter 126, Jacksonville Ordinance Code, the City of Jacksonville encourages the utilization and participation of Jacksonville Small and Emerging Businesses (JSEBs) in its contract awards based upon availability. It is the City's intent in adopting this program to reflect the philosophy with regards to enhancing participation of JSEBs in all areas of procurement.

Please be advised that, to be counted toward meeting the participation percentage goal defined herein, all JSEBs shall be certified by the City in accordance with Part 6 of Chapter 126, Jacksonville Ordinance Code.

In-addition the JSEB must have the following Commodity Codes AT THE TIME OF BID OPENING to qualify for Participation, Set-Aside, and Encouragement Projects.

QUALIFYING COMMODITY CODES: N/A

All designations (to include Encouragement) the bidder/proposer must adhere to the following process:

- **The bidder/proposer shall provide interested JSEB's with timely (at a minimum 1 week notice prior to bid submission) adequate information about the plans, specifications, and other such requirements of the bid documents to facilitate a prepared and adequate response/quote.**
- **The bidder/proposer must follow up the initial solicitation with the EBO office. Note: JSEB vendor must provide pricing (based on scope of work provided by bidder/proposer) and not a price or percentage "given" by the bidder/proposer.**
- **Identify a portion of work available to JSEB's using the Letter of Intent and attach the Scope of work to be provided for each vendor.**
- **Bidder proposer can call the EBO office to obtain the list of JSEB'S that are ready, willing, and able. The JSEB office has 48 hours to provide the requested list. Prime contractors can also access the list of JSEB through 1Cloud and the JSEB webpage under the JSEB directory. If you have difficulty securing JSEBs to meet the requirements you should contact the EBO/JSEB Program.**
- **In the event that a bidder/proposer must submit alternate pricing and if affects the JSEB goal there must be a scope of work provided to the JSEB and the scope as well as the alternate pricing must be submitted with the bid documentation.**

In the event bidders/proposers are unable to obtain bids from JSEB subcontractors that equal or exceed the percentage established in the participation goals, shall at minimum, submit, at the time of bid opening a Notice of Intent to Submit the Good Faith Effort Form (Form 4). This is outlined in the Good Faith Effort category in Section I.

B. JSEB OBLIGATION

Bidders/proposers are required to make all efforts reasonably possible to ensure that JSEBs have a full and fair opportunity to compete for performance on this project. Contractors shall not discriminate on the basis of race, ethnicity, national origin or gender in the award and performance of the work under this contract.

C. ELIGIBILITY

1. To be considered eligible for contract award, the Contractor shall include with the bid/proposal an original Form 1 (Schedule of Subcontractor/Subconsultant Participation).
 - a. For solicitations that are not project specific, such as: misc. services, design build, etc.; a percentage will initially be accepted with the bid submittal on Form 1 and the Letters of Intent.
 - b. For solicitations that are project specific you will be required to provide a dollar amount on Form 1 and on all Letters of Intent. "TBD" will not be accepted.
2. The prime contractor must submit a Letter of Intent and scope of work needed to perform work related to the project. The Letter of Intent must include the JSEB subcontractor's name, the scope of work to be performed, and the dollar value of the work to be performed by the JSEB (the information contained in the Letters of Intent must reflect the information contained in the bidder's Schedule of Subcontractor/Subconsultant Participation). **Copies of the Form 1 and the Letters of Intent signed by the JSEB subcontractors or suppliers must be submitted at the time of the scheduled bid opening.** Failure to submit the Letter(s) of Intent at the scheduled bid opening may result in the bid in question being rejected as non-responsive.
3. In addition, all JSEBs must be subcontracted in the area that they are licensed and certified, in accordance with the requirements of Part 6, Chapter 126, Jacksonville Ordinance Code.
 - a. All businesses must be certified under the provisions set forth below. Certifications will be granted only in those areas for which the business owner(s) has the ability and expertise to manage and control the firm's operations and work.
 - b. An owner shall be certified only for specific types of work for which the owner(s) has the ability and expertise to manage and control the firm's operations and work.
 - c. Have expertise normally required by the industry for the field for which certification is sought.
 - d. Not be a front, broker, or pass-through as defined in Subpart A of this Chapter.
 - i. *Front, broker, or pass-through* shall mean a JSEB that is not registered as a supplier or distributor through the Florida Department of Revenue, or a JSEB subcontractor who does not self-perform 100 percent of the subcontractor work pursuant to the Schedule of Participation, or a JSEB prime contractor who does not self-perform at least 40 percent of the work for the project.
4. All commodity codes must be acquired prior to the submission of bids through the EBO Compliance officer.

D. COMPLIANCE

All bidders, proposers or subcontractors participating in this project are hereby notified that failure to fully comply with the City's JSEB policy as set forth herein shall constitute a breach of contract which may result in termination of the contract, or such other remedy as deemed appropriate by the Owner. Such penalties as outlined in Section 126.201, Jacksonville Ordinance Code, will apply.

E. CONTRACT AWARD

The City proposes to award the contract to the responsive, responsible bidder submitting a reasonable bid, provided: (i) the bidder has met the goals for JSEB participation; or (ii) if unable to meet the goals, the bidder has timely submitted an acceptable Good Faith Effort Statement and supporting documentation that demonstrates, pursuant to Part 6 of Chapter 126, Jacksonville, Ordinance Code, a sufficient attempt to meet the JSEB participation goals as established herein. Bidders are advised that the City has sole discretion and authority to determine if any bidder has made a "Good Faith Effort." The City reserves the right to reject any or all bids submitted. The City will have discretion to reject any bid or exclude a prospective bidder from

Attachment C
Equal Business Opportunity Program Requirement

submitting a bid who has been non-responsive to JSEB program requirements without satisfactory justification accepted by the Chief of Procurement. Rejections hereunder may be timely protested pursuant to the city's Procurement Protest Procedures, a copy of which is included as part of these bid documents.

F. SUBCONTRACT CLAUSE

1. All bidders hereby agree to incorporate the JSEB participation, policy, goals, conditions, and instructions in all agreements that offer JSEB participation subcontracting opportunities.
2. If a change order presents further subcontracting opportunity beyond current subcontracting, the prime contractor shall make positive efforts to further include JSEB participation.
3. The JSEB prime contractor shall perform at least 40% of the total amount of the work to be performed under this Contract with its own workforce. Subletting of any Work under this Contract shall not relieve the JSEB prime contractor of its full responsibility for the proper and timely performance and for its selection of Subcontractor (s).

G. POST AWARD REQUIREMENTS

After the award of the contract, failure on the part of the successful contractor to subcontract with JSEBs at a percentage level equal to or higher than stated on Form 1, may put the contractor in violation and is subject to penalties outlined in Chapter 126, Jacksonville Ordinance Code.

H. PAYMENT OF SUBCONTRACTORS

Prime contractors shall certify in writing that ALL subcontractors and suppliers have been paid for work and materials from previous progress payments received (less any retainage) as a condition precedent to prior receipt of any further progress payments. Prime contractors shall be obligated to pay subcontractors within 3 days of receipt from the City of funds and must confirm payment to the City. Prime contractor shall have a continuing obligation to pay all subcontractors and suppliers equal to the amount of work and materials furnished on this project at the direction of the prime contractor and for which amount prime contractor includes in its request or application for payment that it submits to the city in order to induce payment for the same; otherwise, within 10 business days after receiving written notice from the city, prime contractor shall return to the city any and all amounts it has been paid by the city that prime contractor failed to pay its subcontractors or suppliers in contradiction to information contained in a corresponding request or application for payment submitted by prime contractor. Additionally, failure to comply with the requirements of this section may result in penalties imposed upon prime contractor, including without limitation those outlined in Chapter 126, Jacksonville Ordinance Code.

I. GOOD FAITH EFFORTS

Bidders who are unable to meet the stated JSEB participation goals set forth herein are required to submit to the Chief of Procurement Division: (i) a Notice of Intent to Submit a Good Faith Effort Statement **at the time of bid opening**; and (ii) a completed Good Faith Effort Form (Form 4) and all supporting documentation, that demonstrates all of the bidder's efforts in the solicitation of subcontractors to meet the JSEB participation goals on this project, which will be evaluated in accordance with the factors outlined in Part 6 Subpart D of Chapter 126, Jacksonville Ordinance Code, including without limitation §§ 126.618.

Failure to submit the Good Faith Effort Statement and supporting documentation at the scheduled bid opening: (i) shall constitute a waiver of any right to have the same considered; and (ii) may result in the bid in question being rejected as non-responsive.

If the JSEB Administrator finds that a bidder/proposer did not make sufficient Good Faith Efforts, the JSEB Administrator shall communicate this finding to the user department and recommend that the bid/proposal be rejected. A bidder/proposer may protest this determination pursuant to the City's bid protest procedures.

NOTE: The City will investigate and verify information submitted in determining Good Faith Effort, and, among other factors, will compare the same with the performance of other bidders in their attempt to meet the participation goals defined herein.

J. EXCLUSIONARY AGREEMENTS

Agreements between any bidder/proposer and a JSEB in which the JSEB promises not to provide subcontracting quotations to other bidders are prohibited and may result in both the bidder/proposer and the JSEB being subject to the penalties outlined in Chapter 126, Jacksonville Ordinance Code.

K. JOINT VENTURE SUBMITTAL

For Capital Improvement, contractors submitting as Joint Venture must be certified as a joint venture at the time of bid opening. Information concerning submitting a bid as a Joint Venture may be obtained from the Procurement Division, 214 N. Hogan Street, Suite 800, Jacksonville, FL 32202, (904) 255-8800. Failure to meet the deadline for certification as a Joint Venture may deem a proposal non-responsive.

L. SUBSTITUTIONS

1. The contractor cannot make changes to the Schedule of Participation or substitute subcontractors named in the Schedule of Participation without the Chief's prior written approval based on the Ombudsman's recommendation and JSEB Administrator's compliance review. Unauthorized changes or substitutions shall be a violation of this Chapter and may constitute grounds for rejection of the bid or proposal or cause termination of the executed contract for breach, the withholding of payment and/or subject the contractor to contract penalties or other sanctions. *Sec 126.619 (c)*
2. All requests for changes or substitutions of the subcontractors named in the Schedule of Participation shall be made to the Ombudsman with a copy to the JSEB Administrator in writing, and shall clearly and fully set forth the basis for the request. A contractor shall not substitute a subcontractor or perform the work designated for a subcontractor with its own forces unless and until the Chief approves such substitution in writing. A contractor shall not allow a substituted subcontractor to begin work until the Chief has approved the substitution based on the recommendation of the JSEB Administrator. *Sec 126.619 (c) 1*
3. The facts supporting the request must not have been known nor reasonably should have been known by either party prior to the submission of the Schedule of Participation. Bid shopping is prohibited. The contractor must bring this dispute to the Ombudsman for resolution. *Sec 126.619 (c) 2*
4. The Chief's final decision whether to permit or deny the proposed substitution, and the basis, therefore, will be communicated to the parties in writing by the Chief, with a copy to the CAO. *Sec 126.619 (c) 3*
5. If the City requires the substitution of a subcontractor listed in the Schedule of Participation, the contractor shall undertake Good Faith Efforts to fulfill the Schedule of Participation if the Project Specific Goals would not otherwise be met. If the Goal(s) cannot be reached and Good Faith Efforts have been made, the contractor may substitute with a non-JSEB. *Sec 126.619 (c) 4*
6. If a Contractor plans to hire a subcontractor on any scope of work that was not previously disclosed in the Schedule of Participation, the contractor shall obtain the approval of the JSEB Administrator to modify the Schedule of Participation and must make Good Faith Efforts to ensure that JSEBs have a fair opportunity to bid on the new scope of work.
7. Changes to the scopes of work shall be documented by the User Department at the time they arise, to establish the reasons for the change and the effect on achievement of the Project Specific Goal(s).

M. JSEB MONTHLY REPORT

A completed JSEB Monthly Report (See Form 3) will be included with each pay request. Prime Contractor is required to maintain records of the JSEB Monthly Reports for three (3) years.

N. CALCULATION OF JSEB PARTICIPATION

1. Credits toward the JSEB goal will be based on the percentage of work actually performed by JSEBs.
2. If a certified JSEB bidder bids as a prime contractor, it will meet the established goal by virtue of being a certified JSEB; nevertheless, JSEBs who bid as prime contractors are encouraged to make every attempt to subcontract with other JSEBs.
3. Subject to the requirements of Part 6 of Chapter 126, Jacksonville Ordinance Code, credit towards the JSEB goal allowed for a joint venture involving a JSEB will be equal to the same percentage as the percentage of ownership and control of the JSEB participants in the joint venture. The eligibility of a JSEB joint venture will be determined on a project-by project basis. A joint venture must be certified as a JSEB joint venture at the time of bid opening in order for the participation of the JSEB partner to be counted towards the JSEB goal requirement. The JSEB partner's share in the ownership, control, management responsibilities, risks and profits of the joint venture must be at least twenty-five percent (25%) and the JSEB partner must be responsible for a clearly defined portion of the work to be performed.
4. The EBO office will accept participation from certified JSEB companies that are certified at the time of bid opening, and that are immediately subordinate to subcontractors and sub-consultants, toward meeting percentage goals.
5. The EBO office will accept 100% of purchase price for materials from JSEB suppliers towards meeting JSEB percentage goals.

O. PENALTIES

Severe penalties, including without limitation those outlined in Chapter 126, Jacksonville Ordinance Code, may apply to non-compliance with the Equal Business Opportunity Program and other violations of applicable federal, state, and local laws statutes, ordinances, rules, and regulations.

P. GOAL

The designation of this project is "Encouragement".

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Attachment C
Equal Business Opportunity Program Requirement

JSEB Goals defined

ENCOURAGEMENT

It is an official policy of the City of Jacksonville to encourage the maximum participation of **Jacksonville Small Emerging Business (JSEB)** in its contract awards based upon availability.

Under the encouragement plan, vendors are required to make all efforts reasonably necessary to ensure that City certified JSEB have a full and fair opportunity to compete for performance on this project.

Bidders/Suppliers/Consultants or any entity doing business with the City shall not discriminate on the basis of race, ethnicity, national origin or gender in the award and performance of the work under this contract.

Please use the attached form 1 (Schedule of Participation) to submit JSEB Participation on this Bid. You may contact the Jacksonville Small & Emerging Business Office at (904) 255-8620 to verify the status of a JSEB or visit our web site at www.JSEB.coj.net.

PARTICIPATION

The following goals apply to this contract and submissions of a bid by a prospective contractor shall constitute full acceptance of all conditions outlined in the bid documents, Chapter 126, Jacksonville Ordinance Code, and the prospective contractor's bid proposal.

The attainment of JSEB participation goals established for this contract will be: (i) based upon JSEBs certified by the City AT THE TIME OF BID OPENING in accordance with Part 6 of Chapter 126, Jacksonville Ordinance Code; and (ii) measured as a percentage of the total dollar value of the contract or, in the case of alternates, the percentage is calculated on the base bid for the purpose of the award; however, the contractor is expected to make every attempt to meet or exceed the stated goals when the alternates are awarded.

SET-ASIDE

It is an official policy of the City of Jacksonville to encourage the maximum participation of **Jacksonville Small Emerging Business (JSEB)** in its contract awards based upon availability. It is the City's intent in adopting this program to reflect the philosophy with regard to enhancing participation of JSEBs in all areas of procurement.

The Set Aside Plan is designated for certified Jacksonville Small Emerging Business participation only pursuant to Ordinance 2004-602-E, Section 126.608 (subsequently revised pursuant to 2005-944-E). All bidders responding must be JSEB certified prior to bid opening.

The JSEB prime contractor shall perform at least 40% of the total amount of the work to be performed under this contract with its own workforce. Notwithstanding this provision, a JSEB prime contractor should be prepared to demonstrate its own experience, licensing, capacity and/or ability to perform 100% of the total amount of the work being solicited, and, for purposes of award, a JSEB prime contractor should not rely upon sub-contractors or sub-consultants to meet any minimum requirements or qualifications. Subcontracting of any work under this contract shall not relieve a JSEB prime contractor of its full responsibility for the proper and timely performance and for its selection of subcontractor(s).

In addition to the bidding requirements specified elsewhere in these contract documents, under the Set Aside Plan, bids will only be accepted from bidders who are certified by the City as a JSEB **AT TIME OF BID OPENING**, in accordance with Chapter 126, City Ordinance Code.

You may contact the Jacksonville Small & Emerging Business Office at (904) 255-8620 to verify the status of a JSEB or visit our web site at www.jseb.coj.net.

(REMAINDER OF THIS PAGE LEFT INTENTIONALLY BLANK)

JSEB FORM 1
CITY OF JACKSONVILLE SMALL & EMERGING BUSINESS PROGRAM
SCHEDULE OF JSEB SUPPLIER/ CONSULTANT/ SUBCONTRACTOR

NAME OF BIDDER _____

PROJECT TITLE _____

BID NUMBER _____ TOTAL BASE BID AMOUNT _____

For the purpose of the JSEB Project goals, all bids requiring CCNA will confirm the requirement on Form 1. However, the amount of the scope of service to be performed by the JSEB is not required until the agency has negotiated cost w/the selected firm.

Prior to the selected firm going before the PSEC committee for approval of the negotiated scope and fee package , the firm must list the JSEB vendor(s) and the amount for the scope of service to be performed by the JSEB(s).

***Please list all JSEB Suppliers**

NAME OF SUB FIRM	JSEB (Y/N)	TYPE OF WORK TO BE PERFORMED	TOTAL CONTRACT VALUE
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

The undersigned acknowledges and agrees that, if any of the above-listed JSEBs are not, for any reason, properly certified with the City, in accordance with Ordinance 2004-602, at the time of bid opening, the same will not be counted toward meeting the participation percentage goal as defined herein.

The undersigned will enter into a formal Agreement with the JSEB Suppliers/Consultants/Subcontractors identified herein for work listed in this schedule, as well as any applicable alternates, conditioned upon execution of a contract with the City of Jacksonville. Under penalties of perjury I declare that I have read the foregoing conditions and instructions and the facts are true to the best of my knowledge and beliefs.

The designation of this project is: Encouragement Participation _____ Set Aside _____

Signature: _____ Title: _____ Date: _____
 Signature of Prime Contractor

FORM 3
CITY OF JACKSONVILLE SMALL & EMERGING BUSINESS PROGRAM
FINANCE & ADMINISTRATION DEPARTMENT
CONSULTANT AND CONTRACTOR'S MONTHLY REPORT

PRIME CONTRACTOR NAME: _____ PROJECT TITLE: _____

PROFESSIONAL SERVICES (RFP) NO. _____ -OR- CITY BID NO. _____

CURRENT CONTRACT TOTAL AMOUNT \$ _____ CITY CONTRACT NO. or PO NO. _____

INVOICE INFORMATION

INVOICE NO.: _____	CURRENT INVOICE \$: _____
FOR PERIOD ENDING DATE: _____	CUMULATIVE INVOICED \$: _____
	% CONTRACT COMPLETE: _____

CONTRACT GOAL TRACKING

JSEB SUPPLIER GOAL \$: _____	JSEB SUPPLIER GOAL %: _____
PRIOR MONTH CUMULATIVE JSEB SUPPLIER \$: _____	
PRIOR MONTH CUMULATIVE NON- JSEB SUPPLIER \$: _____	FORMULA FOR CURRENT MONTH %: CUMULATIVE \$ / CUMULATIVE \$ INVOICED
CUMULATIVE JSEB SUPPLIER \$: _____	CUMULATIVE JSEB SUPPLIER %: _____
CUMULATIVE NON- JSEB SUPPLIER \$: _____	CUMULATIVE NON- JSEB SUPPLIER %: _____

JSEB SUPPLIER/ CONSULTANT/ SUBCONTRACTORS TO BE PAID FROM THIS INVOICE

COMPANY NAME	FEDERAL I.D. NO.	ZIP CODE	JSEB TYPE ¹	TYPE OF WORK ₂	\$ THIS PAYMENT
TOTAL					

NON-JSEB SUPPLIER/ CONSULTANT/ SUBCONTRACTORS TO BE PAID FROM THIS INVOICE

COMPANY NAME	FEDERAL I.D. NO.	ZIP CODE	Type	TYPE OF WORK ₂	\$ THIS PAYMENT
			N/A		
			N/A		
			N/A		
TOTAL					

¹JSEB (Jacksonville Small Emerging Business)

²TYPE OF WORK: Examples: Catering, Clerical, Consulting, Engineering, Hauling, Janitorial, Masonry, Site Clearing, Technical Support, etc.

FOR CITY OF JACKSONVILLE USE ONLY

DATE PROCESSED	DOCUMENT NO.	INDEX CODE – SUBOBJECT - PROJECT NO. - DETAIL	\$ THIS PAYMENT

Notes:

1. THIS MONTHLY FORM MUST BE COMPLETED AND SUBMITTED WITH ALL REQUESTS FOR PAYMENT AND FINAL PAYMENT.
2. Contractor shall attach to this form a typewritten explanation of any differences in JSEB participation from original contract commitment.

Revised: August 2023

JSEB FORM 4
CITY OF JACKSONVILLE SMALL & EMERGING BUSINESS PROGRAM
JSEB GOOD FAITH EFFORT DOCUMENTATION

The intent of this form is to document the good faith effort attempts made by the apparent low bidder in soliciting JSEB firms to meet the JSEB project goal. Please note that the project goal will not be waived, and the contractor must make efforts to achieve the goal throughout the life of the contract.

Every work type where there is a certified JSEB, the apparent low bidder must submit the form as follows:

All information submitted on this form is subject to audit by the JSEB Office

Date Submitted: _____ Bid Number: _____ Agency: _____

Contractor Name: _____ Company Address: _____

City _____ State: _____ Zip code: _____ Phone: _____

Goal Percentage: _____ Commitment Percentage: _____ Unattained Percentage: _____

I certify that the information contained in this good faith effort documentation form is true and correct to the best of my knowledge. I further understand that any willful falsification, fraudulent statement, or misrepresentation will result in appropriate sanctions which may involve debarment and/or prosecution under applicable State and Federal laws.

Bidder/Authorized Representative Signature: _____

Representative Title: _____ Date: _____

Witness: _____ Date: _____

**JSEB FORM 4 (Cont.)
 CITY OF JACKSONVILLE SMALL & EMERGING BUSINESS PROGRAM**

GOOD FAITH EFFORT DOCUMENTATION

Work Type Number	Description of Work, Service or Material	JSEB Firm Name			
Contact Name (First and Last)		Contact Date	Contact Method	Contact Results	Bid Amount
1.					
2.					
3.					
Comments:					
Work Type Number	Description of Work, Service or Material	JSEB Firm Name			
Contact Name (First and Last)		Contact Date	Contact Method	Contact Results	Bid Amount
1.					
2.					
3.					
Comments:					
Work Type Number	Description of Work, Service or Material	JSEB Firm Name			
Contact Name (First and Last)		Contact Date	Contact Method	Contact Results	Bid Amount
1.					
2.					
3.					
Comments:					

JSEB FORM 4 (Cont.)
CITY OF JACKSONVILLE SMALL & EMERGING BUSINESS PROGRAM

GOOD FAITH EFFORT REQUIREMENTS

GOOD FAITH EFFORTS

Proposers who fail to meet the stated JSEB participation goals set forth in Section “I” are required to submit with their proposal all efforts that would demonstrate a “Good Faith Effort” in the solicitation of subcontractors to meet the JSEB participation goals on this project.

The following categories, without limitations, may be utilized in considering Good Faith Efforts as outlined in Chapter 126, Jacksonville Ordinance code:

- (1) A contact log showing the name, address, and contact number (phone or fax) used to contact the proposed certified subcontractors, nature of work requested for quote, date of contact, person making the effort;
- (2) The description of work for which a quote was requested;
- (3) The amount of the quote given if one was obtained;
- (4) The list of divisions of work not subcontracted and an explanation why not; and
- (5) Subcontractor information as requested by forms developed by the Department.

If the JSEB Administrator finds that a bidder/proposer did not make sufficient Good Faith Efforts, the JSEB Administrator shall communicate this finding to the user department and recommend that the bid/proposal be rejected. A bidder/proposer may protest this determination pursuant to the City's bid protest procedures.

NOTE: The City will investigate and verify information submitted in determining Good Faith Effort and will compare the same with the performance of other proposers' attempts to meet the participation goals defined herein.

SOLICITATION EFFORTS - Should include your efforts to solicit quotes, through all reasonable and available means, the interest of all certified firms who have the capability to perform the work of the contract. The bidder should ensure that the requests are made within sufficient time to allow JSEB firms to respond. The contractor should take the initiative to contact firms which have indicated an interest in participating as a subcontractor/supplier.

ADDITIONAL EFFORTS - Utilizing the services offered by the City of Jacksonville Small and Emerging Business Office for assistance with recruitment efforts. Contractors are encouraged to undertake and document any other efforts taken in their attempt to fulfill the project goal.

Attachment D

SERVICES CONTRACT
BETWEEN
[THE CITY OF JACKSONVILLE]
AND
INSERT CORPORATE NAME OF CONTRACTOR
FOR
INSERT SUMMARY OF SERVICES TO BE PERFORMED

THIS CONTRACT, made and entered into this ___ day of _____, 20__ (the "Effective Date"), by and between the CITY OF JACKSONVILLE (the "CITY"), a municipal corporation existing under the Constitution and the laws of the State of Florida, and _____(the "CONTRACTOR"), a _____corporation authorized to transact business in Florida and with its principal offices at _____.

WHEREAS, the CITY (as the "Buyer") issued a Request for Proposal No. _____ (the "RFP") for certain services described in the RFP (the "Services"); and

WHEREAS, based on CONTRACTOR'S response to the RFP dated _____, consisting of ___ pages (the "Response"), the CITY has awarded this Contract to CONTRACTOR;

NOW THEREFORE, in consideration of the premises and the mutual covenants contained below, the parties agree as follows:

1. **Performance of Services.** The Services will be performed by CONTRACTOR as specified in the RFP and the Response.

2. **Compensation.** CONTRACTOR will be paid by the CITY for the Services [as follows: _____] or [as specified on the Price Sheets attached as Exhibit ____].

3. **Maximum Indebtedness.** As required by Section 106.431, *Ordinance Code*, the CITY's maximum indebtedness, for all products and services under this Contract shall be a fixed monetary amount not-to-exceed _____(\$_____).

4. **Term.** The initial term of this Contract shall commence on the Effective Date and shall expire on _____, unless sooner terminated by either party in accordance with the terms of the RFP. This Contract may be renewed for up to _____additional one (1) year periods by (i) the CITY, it its sole discretion, upon written notice to CONTRACTOR at least sixty (60) days prior to end of the then-current term, or (ii) upon the mutual agreement of the parties.

5. **Contract Documents.** This Contract consists of the following documents which are hereby incorporated as if fully set forth herein and which, in case of conflict, shall have priority in the order listed:

- This document, as modified by any subsequent signed amendments
- Any amendments to the RFP
- Specific Information Regarding The RFP (Section 1 of the RFP)
- Description of Services and Deliverables (Section 4 of the RFP)
- General Instructions to Respondents (Section 2 of the RFP)
- General Contract Conditions (Section 3 of the RFP)
- Any Purchase Order under the Contract
- The Response, provided that any terms in the Response that are prohibited under the RFP shall not be included in this Contract.

6. **Notices.** All notices under this Agreement shall be in writing and shall be delivered by certified mail, return receipt requested, or by other delivery with receipt to the following:

As to the CITY:

As to the CONTRACTOR:

7. **Contract Managers.** Each Party will designate a Contract Manager during the term of this Contract whose responsibility shall be to oversee the Party's performance of its duties and obligations pursuant to the terms of this Contract. As of the Effective Date, CITY'S Contract Manager is [Insert Name and Address] , and the CONTRACTOR'S Contract Manager is [Insert Name and Address] . Each Party shall provide prompt written notice to the other Party of any changes to the Party's Contract Manager or his or her contact information; provided, such changes shall not be deemed Contract amendments and may be provided via email.

8. **Entire Agreement.** This Contract constitutes the entire agreement between the parties hereto for the Services to be performed and furnished by the CONTRACTOR. No statement, representation, writing, understanding, agreement, course of action or course of conduct, made by either party or any representative of either party, which is not expressed herein shall be binding. CONTRACTOR may not unilaterally modify the terms of this Contract by affixing additional terms to materials delivered to the CITY (e.g., "shrink wrap" terms accompanying or affixed to a deliverable) or by including such terms on a purchase order or payment document. CONTRACTOR acknowledges that it is entering into this Contract for its own purposes and not for the benefit of any third party.

9. **Amendments.** All changes to, additions to, modifications of, or amendment to this Contract, or any of the terms, provisions and conditions hereof, shall be binding only when in writing and signed by the authorized officer, agent or representative of each of the parties hereto.

10. **Counterparts.** This Contract, and all amendments thereto, may be executed in several counterparts, each of which shall be deemed an original, and all of such counterparts together shall constitute one and the same instrument.

[Remainder of page left blank intentionally. Signature page follows immediately.]

IN WITNESS WHEREOF, the parties have executed this Contract as of the day and year first above written.

ATTEST:

CITY OF JACKSONVILLE

By _____
James R. McCain, Jr.
Corporation Secretary

By _____
Donna Deegan
Mayor

In accordance with the *Ordinance Code*, of the City of Jacksonville, I do hereby certify that there is an unexpended, unencumbered, and un-impounded balance in the appropriation sufficient to cover the foregoing agreement; and that provision has been made for the payment of monies provided therein to be paid.

Director of Finance
CITY Contract Number: _____

Form Approved:

Office of General Counsel

ATTEST:

INSERT NAME OF CONTRACTOR.

By _____
Signature

By _____
Signature

Type/Print Name

Type/Print Name

Title

Title

Attachment E
Disqualified/Probationary Supplier List

In accordance with the City's Procurement Code 126.201 (1) (1), the Chief of Procurement and all agencies are advised to cease doing business with disqualified suppliers as they appear on this list. However, any existing contracts held by the suppliers listed below should be completed.

Supplier	Supplier FEIN #	Date of Disqualification	Eligibility Reinstatement Date
Able Lumber and Supply	593198312	07/18/1997	07/18/1998
*Aquino Construction Company, Inc.	00001424	04/19/2018	04/19/2021
Armored Car Services	593191058	02/10/2000	02/10/2001
*Arnett Contracting, Inc.	223965485	06/04/2010	06/04/2013
Ashland Technologies, Inc.		12/03/2021	PERMANENTLY
*Aztec American Builders, Inc.	00012849	01/10/2018	01/10/2021
C & H Construction	593216284	03/07/2002	03/07/2003
Carolina Paper Mill	593579372	10/20/1980	10/20/1981
*Cleft Landscape Mgmt.	590036843	10/26/2000	10/26/2001
Concerned Citizens of Developing the Disable, Inc. d/b/a A.I.C.R.		07/23/1998	07/23/1999
Court Yard Concepts	593198312	05/07/1997	05/07/1998
Creed Company	45357941	03/07/1990	03/07/1991
D&D Site Work, Inc.		10/9/2013	10/9/2016
Elite Public Safety		03/25/2000	03/25/2001
Fire Defense Centers	593035606	06/08/1987	06/08/1988
*First Coast Site Contractors	273995727	10/26/2012	10/26/2013
**Francbeth, Inc.	593658944	07/9/2014	07/9/2015
*GA Janitorial Cleaning Svcs., Inc.	010684614	08/31/2009	08/31/2010
George Patterson & Assoc.	59317759	06/05/1998	06/05/1999
*General Contracting Repair and Installation, Inc.		12/02/2022	12/01/2027
G K Solutions	593541756	09/08/1999	09/08/2000
Kingdom Cleaning	*****6694/*****9588	10/20/2015	10/20/2017
*Process Server Enterprises, LLC	263336079	04/29/2010	04/29/2011
**Ray T. Freiha Construction, Inc.	593615599	06/01/2010	06/01/2012
*The Real Dirt Busters	*****3042	10/26/2012	10/26/2015
**Sheza General Contractors, Inc.	593430930	11/02/2010	11/02/2011
Tiger Tale Publication		05/21/1998	05/21/1999
Whittle & Sons		07/25/1980	07/25/1981

*Suppliers disqualified/debarred from bidding as Prime and/or Sub-Contractors.

**Suppliers placed on probation for a period of 6 months or more.

Revised 9/26/2023

Attachment F
Federal Funding Provisions (if applicable)

NOT APPLICABLE.

Attachment G Indemnification

Contractor and its subcontractors (the "Indemnifying Party") shall hold harmless, indemnify, and defend the City of Jacksonville and their respective members, officers, officials, employees and agents (collectively the "Indemnified Parties") from and against, without limitation, any and all claims, suits, actions, losses, damages, injuries, liabilities, fines, penalties, costs and expenses of whatsoever kind or nature, which may be incurred by, charged to or recovered from any of the foregoing Indemnified Parties for:

1. General Tort Liability, for any negligent act, error or omission, recklessness, or intentionally wrongful conduct on the part of the Indemnifying Party that causes injury (whether mental or corporeal) to persons (including death) or damage to property, whether arising out of or incidental to the Indemnifying Party's performance of the Contract, operations, services or work performed hereunder; and
2. Environmental Liability, to the extent this Contract contemplates environmental exposures, arising from or in connection with any environmental, health and safety liabilities, claims, citations, clean-up or damages whether arising out of or relating to the operation or other activities performed in connection with the Contract; and
3. Intellectual Property Liability, to the extent this Contract contemplates intellectual property exposures, arising directly or indirectly out of any allegation that the Services provided under this Contract (the "Service(s)"), any product generated by the Services, or any part of the Services as contemplated in this Contract, constitutes an infringement of any copyright, patent, trade secret or any other intellectual property right. If in any suit or proceeding, the Services, or any product generated by the Services, is held to constitute an infringement and its use is permanently enjoined, the Indemnifying Party shall, immediately, make every reasonable effort to secure within sixty (60) days, for the Indemnified Parties, a license, authorizing the continued use of the Service or product. If the Indemnifying Party fails to secure such a license for the Indemnified Parties, then the Indemnifying Party shall replace the Service or product with a non-infringing Service or product or modify such Service or product in a way satisfactory to the City, so that the Service or product is non-infringing.

If an Indemnified Party exercises its right under this Contract, the Indemnified Party will (1) provide reasonable notice to the Indemnifying Party of the applicable claim or liability, and (2) allow Indemnifying Party, at its own expense, to participate in the litigation of such claim or liability to protect its interests. **The scope and terms of the indemnity obligations herein described are separate and apart from, and shall not be limited by, any insurance provided pursuant to the Agreement or otherwise. Such terms of indemnity shall survive the expiration or termination of the Agreement.**

In the event that any portion of the scope or terms of this indemnity is in derogation of Section 725.06 or 725.08 of the Florida Statutes, all other terms of this indemnity shall remain in full force and effect. Further, any term which offends Section 725.06 or 725.08 of the Florida Statutes will be modified to comply with said statutes.

**Attachment H
Insurance Requirements**

Without limiting its liability under this Contract, Provider shall at all times during the term of this Contract procure prior to commencement of work and maintain at its sole expense during the life of this Contract (and Provider shall require its, subcontractors, laborers, materialmen and suppliers to provide, as applicable), insurance of the types and limits not less than amounts stated below:

Insurance Coverages

Schedule	Limits
Worker's Compensation	Florida Statutory Coverage
Employer's Liability	\$ 100,000 Each Accident
	\$ 500,000 Disease Policy Limit
	\$ 100,000 Each Employee/Disease

This insurance shall cover the Provider (and, to the extent they are not otherwise insured, its subcontractors) for those sources of liability which would be covered by the latest edition of the standard Workers' Compensation policy, as filed for use in the State of Florida by the National Council on Compensation Insurance (NCCI), without any restrictive endorsements other than the Florida Employers Liability Coverage Endorsement (NCCI Form WC 09 03), those which are required by the State of Florida, or any restrictive NCCI endorsements which, under an NCCI filing, must be attached to the policy (i.e., mandatory endorsements). In addition to coverage for the Florida Workers' Compensation Act, where appropriate, coverage is to be included for the Federal Employers' Liability Act, USL&H and Jones, and any other applicable federal or state law.

Commercial General Liability	\$2,000,000	General Aggregate
	\$2,000,000	Products & Comp. Ops. Agg.
	\$1,000,000	Personal/Advertising Injury
	\$1,000,000	Each Occurrence
	\$ 50,000	Fire Damage
	\$ 5,000	Medical Expenses

Such insurance shall be no more restrictive than that provided by the most recent version of the standard Commercial General Liability Form (ISO Form CG 00 01) as filed for use in the State of Florida without any restrictive endorsements other than those reasonably required by the City's Office of Insurance and Risk Management. An Excess Liability policy or Umbrella policy can be used to satisfy the above limits.

If Contractor performs their services onsite then the Contractor must maintain the additional below coverage:

Automobile Liability	\$1,000,000	Combined Single Limit
(Coverage for all automobiles, owned, hired or non-owned used in performance of the Services)		

Such insurance shall be no more restrictive than that provided by the most recent version of the standard Business Auto Coverage Form (ISO Form CA0001) as filed for use in the State of Florida without any restrictive endorsements other than those which are required by the State of Florida, or equivalent manuscript form, must be attached to the policy equivalent endorsement as filed with ISO (i.e., mandatory endorsement).

Cyber Liability & Data Storage

\$1,000,000 per Claim and Aggregate

Such insurance shall be on a form acceptable to the City and shall cover, at a minimum, the following:

- Data Loss and System Damage Liability (when applicable)
- Security Liability
- Privacy Liability
- Privacy/Security Breach Response Coverage, including Notification Expenses

Such Cyber Liability coverage must be provided on an Occurrence Form or, if on a Claims Made Form, the retroactive date must be no later than the first date of this Contract and such claims-made coverage must respond to all claims reported within three years following the period for which coverage is required and which would have been covered had the coverage been on an occurrence basis.

The Cyber Liability coverage may be included as part of the Professional Liability coverage required above.

Professional Liability

\$1,000,000 per Claim & Aggregate

The Professional Liability insurance shall include coverage for Technology Errors and Omissions Liability and must be provided on an Occurrence Form or, if on a Claims Made Form, the retroactive date must be no later than the first date of this Agreement and such Claims-made coverage must respond to all claims reported within three years following the period for which coverage is required and which would have been covered had the coverage been on an occurrence basis.

Additional Insurance Provisions

- A. Additional Insured: All insurance except Worker's Compensation shall be endorsed to name the City of Jacksonville and City's members, officials, officers, employees and agents as Additional Insured. Additional Insured for General Liability shall be in a form no more restrictive than CG2010 and CG2037, Automobile Liability CA2048.
- B. Waiver of Subrogation. All required insurance policies shall be endorsed to provide for a waiver of underwriter's rights of subrogation in favor of the City of Jacksonville and its members, officials, officers employees and agents.
- C. Provider's Insurance Primary. The insurance provided by the Provider shall apply on a primary basis to, and shall not require contribution from, any other insurance or self-insurance maintained by the City or any City members, officials, officers, employees and agents.
- D. Deductible or Self-Insured Retention Provisions. All deductibles and self-insured retentions associated with coverages required for compliance with this Contract shall remain the sole and exclusive responsibility of the named insured Provider. Under no circumstances will the City of Jacksonville and its members, officers, directors, employees, representatives, and agents be responsible for paying any deductible or self-insured retentions related to this Contract.
- E. Contractor's Insurance Additional Remedy. Compliance with the insurance requirements of this Contract shall not limit the liability of the Provider or its Subcontractors, employees or agents to the City or others. Any remedy provided to City or City's members, officials, officers, employees, or agents shall be in addition to and not in lieu of any other remedy available under this Contract or otherwise.
- F. Waiver/Estoppel. Neither approval by City nor failure to disapprove the insurance furnished by Provider shall relieve Provider of Provider's full responsibility to provide insurance as required under this Contract.
- G. Certificates of Insurance. Provider shall provide the City Certificates of Insurance at contract execution, that shows the corresponding City Contract Number in the Description, if known, Additional Insureds as provided above and waivers of subrogation. The certificates of insurance shall be mailed to the City of Jacksonville (Attention: Chief of Risk Management), 117 W. Duval Street, Suite 335, Jacksonville, Florida 32202.
- H. Carrier Qualifications. The above insurance shall be written by an insurer holding a current certificate of authority pursuant to chapter 624, Florida State or a company that is declared as an approved Surplus Lines carrier under Chapter 626 Florida Statutes. Such Insurance shall be written by an insurer with an A.M. Best Rating of A- VII or better.
- I. Notice. The Provider shall provide an endorsement issued by the insurer to provide the City thirty (30) days prior written notice of any change in the above insurance coverage limits or cancellation, including expiration or non-renewal. If such endorsement is not available then the Tenant, as applicable, shall provide said thirty (30) days written notice of any change in the above coverages or limits, coverage being suspended, voided, cancelled, including expiration or non-renewal.
- J. Survival. Anything to the contrary notwithstanding, the liabilities of the Provider under this Contract shall survive and not be terminated, reduced or otherwise limited by any expiration or termination of insurance coverage.
- K. Additional Insurance. Depending upon the nature of any aspect of any project and its accompanying exposures and liabilities, the City may reasonably require additional insurance coverages in amounts responsive to those liabilities, which may or may not require that the City also be named as an additional insured.
- L. Special Provisions: Prior to executing this Agreement, Provider shall present this Contract and Attachment D & E to its Insurance Agent affirming: 1) That the Agent has personally reviewed the insurance requirements of the Contract Documents, and (2) That the Agent is capable (has proper market access) to provide the coverages and limits of liability required on behalf of Provider.

Bonds and Other Performance Security. Design-Builder shall not perform or commence any construction services for a Project until the following performance bond and labor and material payment bond or other performance security have been delivered to Owner: Bonds - In accordance with the provisions of Section 255.05, Florida Statutes, Design-Builder shall provide to Owner, on forms furnished by Owner, a 100% Performance Bond and a 100% Labor and Material Payment Bond for each Project performed under this Agreement, each in an amount not less than the GMP as defined in Article 6 and inclusive of Design- Builder’s fees. No qualification or modifications to the Bond forms are permitted.

To be acceptable to Owner as Surety for Performance Bonds and Labor and Material Payment Bonds, a Surety Company shall comply with the following provisions:

1. The Surety Company shall have a currently valid Certificate of Authority, issued by the State of Florida, Department of Insurance, authorizing it to write surety bonds in the State of Florida.
2. The Surety Company shall have a currently valid Certificate of Authority issued by the United States Department of Treasury under Sections 9304 to 9308 of Title 31 of the United States Code.
3. The Surety Company shall be in full compliance with the provisions of the Florida Insurance Code.
4. The Surety Company shall have at least twice the minimum surplus and capital required by the Florida Insurance Code during the life of this agreement.
 - a. If the Contract Award Amount exceeds \$500,000, the Surety Company shall also comply with the following provisions:
 - b. The Surety Company shall have at least the following minimum ratings in the latest issue of A.M. Best's Key Rating Guide.

<u>CONTRACT AMOUNT</u>	<u>RATING</u>	<u>RATING</u>
\$200,000 TO \$1,000,000	A-	CLASS IV
\$1,000,000 TO \$2,500,000	A-	CLASS V
\$2,500,000 TO \$5,000,000	A-	CLASS VI
\$5,000,000 TO \$10,000,000	A-	CLASS VII
\$10,000,000 TO \$25,000,000	A-	CLASS VIII
\$25,000,000 TO \$50,000,000	A-	CLASS IX
\$50,000,000 TO \$75,000,000	A-	CLASS X

5. The Surety Company shall not expose itself to any loss on any one risk in an amount exceeding ten (10) percent of its surplus to policyholders, provided:
 - a. Any risk or portion of any risk being reinsured shall be deducted in determining the limitation of the risk as prescribed in this section. These minimum requirements shall apply to the reinsuring carrier providing authorization or approval by the State of Florida, Department of Financial Services to conduct business in this state.

In the case of the surety insurance company, in addition to the deduction for reinsurance, the amount assumed by any co-surety, the value of any security deposited, pledged or held subject to the consent of the surety and for the protection of the surety shall be deducted.

CITY OF JACKSONVILLE



PROCUREMENT DIVISION

214 N. Hogan Street Suite 800, Jacksonville, Florida 32202
 (904) 255-8800-Phone; (904) 255-8837 Fax; www.coj.net

126.106(e) PROTEST PROCEDURES

- 126.106(e)(1) Purpose and Scope
- 126.106(e)(2) Definitions
- 126.106(e)(3) Timely Notice of Protest
- 126.106(e)(4) Request for Extension to File Supplemental Protest Documentation
- 126.106(e)(5) Delivery
- 126.106(e)(6) Process
- 126.106(e)(7) Protest Hearing Rules and Procedures
- 126.106(e)(8) Independent Agency, Board or Delegated Authority

126.106(e)(1) Purpose and Scope

(a) These protest procedures are promulgated pursuant to §126.106(e) of the Jacksonville Ordinance Code (the "Code"), which authorizes the Chief of the Procurement Division (the "Chief") to "prepare and publish rules and regulations governing bid protests." In the event a court of competent jurisdiction declares any provision of these Procurement Protest Procedures to be unconstitutional, invalid, or otherwise unenforceable, then all remaining provisions shall be severable, valid, and enforceable regardless of the invalidity of any other provision.

(b) In accordance with the procedures contained herein, any person or entity that is adversely affected by a decision or an intended decision concerning a solicitation, solicitation documents, award, or any other process or procedure prescribed in the Code and who has standing to protest said decision or intended decision under Florida law (the "Protestant"), must timely file a written Notice of Protest seeking to challenge the decision or intended decision.

The issue(s) raised, and the information contained in the Notice of Protest and any supplemental documentation filed in accordance with §126.106(e)(4), hereof, must clearly identify and explain the factual and legal basis for any relief sought, and shall be the only issue(s) and information the Protestant may present for consideration before the applicable committee.

126.106(e)(2) Definitions

For the purpose of these Bid Protest Procedures, the following definitions are provided:

- (a) "Competitive solicitation" or "solicitation" shall include without limitation an invitation to bid, competitive sealed bid, multi-step competitive sealed bid, competitive sealed proposal, or a request for proposals and/or qualifications.
- (b) "Posting" means the notification of solicitations, decisions or intended decision, or other matters relating to procurement on a centralized Internet website, by placing the same on the bulletin board(s) designated by the Procurement Division for this purpose, or as may be consistent with §126.102(m) of the Code.
- (c) "Exceptional purchase" means any purchase excepted by law or rule from the requirements for competitive solicitation, including without limitation purchases pursuant to §126.107, 126.206, 126.207, 126.211, 126.307, 126.309, 126.311, 126.312, or 126.313 of the Code.
- (d) "Electronic transfer" is limited solely to facsimile transmissions that appear legibly on paper at the place of filing.

(e) "Final Agency Action" means a final decision that results from a proceeding hereunder, and includes actions which are affirmative, negative, injunctive, or declaratory in form.

(f) "Procurement process" has the same meaning as "contract solicitation or award process."

126.106(e)(3) Timely Notice of Protest

(a) **Recommendations of Award and/or Bid Rejection.** A Protestant shall have 48 hours after either the posting or written notification of a decision or intended decision, whichever is earlier, in which to file a written Notice of Protest in order to timely challenge or seek relief from a Procurement Division recommended award of an exceptional purchase or an award or recommended conclusion to any bid or proposal solicitation process, including without limitation: (i) a recommendation to reject a bid or proposal; (ii) a contract award; or (iii) the short listing of bidders or proposers.

(b) **Bid/Proposal Specifications and/or Requirements.** A Protestant shall have 10 business days after the posting of a solicitation or 48 hours after the posted date and time of a pre-bid or pre-proposal conference, whichever is earlier, or 48 hours after the posting of an addendum, in which to file a written Notice of Protest in order to timely challenge the requirements, terms and/or conditions contained in bid or proposal documents, including without limitation any provisions governing or establishing: (i) the basis for making the award in question; (ii) evaluation criteria; (iii) equipment, product, or material specifications; (iv) proposed project schedules; (v) statements regarding participation goals or other equal opportunity measures; or (vi) other general solicitation or project requirements.

(c) **Computation of Time** – The computation of the time limitations or periods contained herein shall be governed by and shall be pursuant to Florida Rule of Civil Procedure 1.090(a) Florida Rule of Judicial Administration 2.514. Failure to file a written Notice of Protest within the applicable time limitation or period shall constitute a waiver of any right, remedy, or relief available hereunder.

(d) **Form and Content of the Notice of Protest** - A written Notice of Protest shall: (i) be addressed to the Chief; (ii) identify the solicitation, decision, or recommended award in question by number and title or any other language sufficient to enable the Chief to identify the same; (iii) state the timeliness of the protest; (iv) state Protestant's legal standing to protest; and (v) clearly state with particularity the issue(s), material fact(s) and legal authority upon which the protest is based.

126.106(e)(4) Request for Extension to File Supplemental Protest Documentation

At the time of filing a timely Notice of Protest hereunder, a Protestant may request an extension of three (3) business days after the date its Notice of Protest is timely received, in which to provide supplemental protest documentation. Failure to do so or to timely submit the supplemental protest documentation shall constitute a waiver of any right to the same.

126.106(e)(5) Delivery

The timely filing of a Notice of Protest shall be accomplished when said notice is received by the Procurement Division within the applicable time limitation or period contained herein. Filing a notice may be accomplished by manual transfer via hand-delivery or mail to the Chief of Procurement at 214 N. Hogan Street, 8th floor, Jacksonville, Florida 32202 or by electronic transfer via facsimile to (904) 255-8837. The responsibility and burden of proof that its Notice of Protest has been timely and properly received shall rest with the Protestant, regardless as to the method of delivery employed.

126.106(e)(6) Process

(a) Upon receipt of a timely filed written Notice of Protest, the Chief or his/her designee shall schedule and provide notice of the time, date, and place that the protest will be heard. The protest will be heard before the General Governmental Awards Committee ("GGAC"), the Professional Services Evaluation Committee ("PSEC"), or the Competitive Sealed Proposal Evaluation Committee ("CSPEC"), whichever is applicable. The Chief or his/her designee shall have the discretion to proceed with the solicitation or contract award process in question or to suspend the same pending the resolution of the protest. To the extent the Chief or his/her designee decides to exercise his/her discretion not to suspend the solicitation or contract award process pending the resolution of the protest, the Chief or his/her designee shall set forth in writing the particular facts and/or circumstances upon which his/her decision is based.

(b) Those persons or entities, other than the Protestant, who will be directly affected by the resolution of the protest shall be given notice of the protest hearing, and the Notice of Protest and any supplemental protest documentation shall be made available to them upon a written request for the same.

(c) When a Notice of Protest is filed pursuant to §126.106(e)(3)(b), hereof, the Chief or applicable awards committee chairperson shall have the discretion to direct that the solicitation in question is not to be opened pending the resolution of the protest.

126.106(e)(7) Protest Hearing Rules and Procedures

(a) Hearings hereunder shall be heard before the applicable committee and shall begin with a general statement of the rules and procedures prescribed herein by a representative of the committee, followed by a general statement of the facts by a representative of the Procurement Division. Representatives of the Protestant, limited solely to its owners, officers, employees and/or legal counsel, will then be required to present its case based solely upon the issue(s) and information contained in the Notice of Protest and any timely submitted supplemental protest documentation. Those persons or entities, other than the Protestant, who have legal standing and will be directly affected by the resolution of the protest will be given an opportunity to be heard and to present information before the committee, which will be followed by a statement and the presentation of information from the Procurement Division and other governmental representatives. The Protestant must establish by the preponderance of the evidence that the protest should be granted based upon the law, facts and information presented. The committee is entitled to ask questions of any party at any time during the hearing.

(b) For hearings hereunder, the formal rules of evidence pursuant to the Florida Evidence Code may be relaxed at

the sole discretion of the presiding chairperson of the applicable committee. Hearsay evidence may be admissible and used to supplement or explain other evidence.

(c) Unless otherwise provided by the Code, the burden of proof shall rest with the Protestant. The standard of proof for proceedings hereunder shall be whether a Procurement Division recommendation or the decision or intended decision in question was clearly erroneous, arbitrary, or capricious, fraudulent, or otherwise without any basis in fact or law. In any protest proceeding challenging a decision or intended decision to reject all bids, proposals, or replies, the standard of review shall be whether the decision or intended decision is illegal, arbitrary, dishonest, or fraudulent.

(d) A majority vote of the members of the applicable committee shall be required to grant a protest, hereunder; otherwise, the protest shall be denied, and, upon execution by the Mayor or his designee, said vote and/or decision of the applicable awards committee shall be posted and shall represent final agency action.

126.106(e)(8) Independent Agency, Board or Delegated Authority

If a protest is filed and the solicitation is for the benefit of an independent agency, board, or delegated authority that has its own established procurement procedure and does not use the City's procurement process and/or protest procedures, then the person or entity protesting must follow the protest procedures of that independent agency, board, or delegated authority.

**CERTIFICATE OF
ADOPTION AND IMPLEMENTATION**

The preceding Procurement Protest Procedures are hereby adopted this 07th day of October 2022, by the undersigned Chief of Procurement for immediate implementation, and will remain in full force and effect until such time as they may be formally revised, amended, supplemented, suspended, or abolished.

Procurement Division



Dustin Freeman, Chief
214 N. Hogan Street, Suite 800
Jacksonville, Florida 32202
(904) 255-8800- Phone
(904) 255-8837- Facsimile
dustinf@coj.net

**Form 1
Price Sheet**

Item #	Description	Unit of Measure	Qty.	Unit Price	Extended Price
1	Creation of a three-hour training course that meets all the criteria detailed in the Specifications of this solicitation.	Each	1	\$	\$
2	Annual Maintenance (Year 2): Twenty (20) hours of content revisions/additions and eight (8) hours of support	Each	1	\$	\$
3	Year 2 Hourly Rate for exceeding twenty (20) hours of content revisions/additions (Annual Maintenance)	Each	1	\$	\$
4	Year 2 Hourly Rate for exceeding eight (8) hours of support (Annual Maintenance)	Hour	1	\$	\$
5	Annual Maintenance (Year 3): Twenty (20) hours of content revisions/additions and eight (8) hours of support	Each	1	\$	\$
6	Year 3 Hourly Rate for exceeding twenty (20) hours of content revisions/additions (Annual Maintenance)	Each	1	\$	\$
7	Year 3 Hourly Rate for exceeding eight (8) hours of support (Annual Maintenance)	Hour	1	\$	\$
Total Cost (Items 1 - 7):				\$	

**Form 2
Conflict of Interest Certificate**

Bidder must execute either Section I or Section II hereunder relative to Section 126.201, *Ordinance Code*, and Section 112.313(12), *Florida Statutes*. Failure to execute either Section may result in rejection of this proposal.

SECTION I

I hereby certify that no official or employee of the City or independent agency requiring the goods or services described in these specifications has a material financial interest in this company.

Signature	Company Name
Name of Official (Type or Print)	Business Address
	City, State, Zip Code

SECTION II

I hereby certify that the following named City official(s) and employee(s) having material financial interest(s) (in excess of 5%) in this company have filed Conflict of Interest Statements with the Supervisor of Elections, 105 East Monroe Street, Jacksonville, Duval County Florida, prior to bid opening.

Name	Title or Position	Date of Filing

Signature	Company Name
Name of Official (Type or Print)	Business Address
	City, State, Zip Code

PUBLIC OFFICIAL DISCLOSURE

Section 126.110 of the Purchasing Code requires that a public official who has a financial interest in a bid or contract make a disclosure at the time that the bid or contract is submitted or at the time that the public official acquires a financial interest in the bid or contract. Please provide disclosure, if applicable.

Public Official _____

Position Held: _____

Position or Relationship with Bidder: _____

**Form 3
Business References**

***Duplicate form if necessary.**

Organization: _____

Contact Name: _____

Phone Number: _____

Email Address: _____

Service Period: _____

Contract Amount: _____

Services Provided: _____

Organization: _____

Contact Name: _____

Phone Number: _____

Email Address: _____

Service Period: _____

Contract Amount: _____

Services Provided: _____

Organization: _____

Contact Name: _____

Phone Number: _____

Email Address: _____

Service Period: _____

Contract Amount: _____

Services Provided: _____

**Form 4
No Bid Form**

UNABLE TO SUBMIT A BID? WE SINCERELY HOPE THIS IS NOT THE CASE.

If your firm cannot submit a bid at this time, please provide the information requested in the space provided below and return it to:

**City of Jacksonville
Procurement Division
214 North Hogan St., Room #105
Jacksonville, Florida 32202**

We are unable to submit a bid at this time due to the following reason(s):

- Insufficient time to respond
- Conflicts with production schedule
- Do not meet minimum requirements
- Do not offer these commodities/services
- Unable to meet bond requirements
- Other (please state below)

Suggestions:

Company Name:

Signature & Title:

Street:

City:

State:

Zip:

Phone:

PLEASE SUBMIT THIS FORM ONLY; DO NOT SEND BACK THE BID PACKAGE

REVISED 2/20

**DUVAL COUNTY
SUPERVISOR OF ELECTIONS**
JERRY HOLLAND







HANDBOOK

for Precinct Managers

2024

We convey **the voice of the people** by providing fair, accurate and accessible elections with **transparency** and **integrity**.

-  904-255-VOTE
-  duvalelections.gov
-  105 E. Monroe St., Jacksonville, FL 32202
-  1 Imeson Park Blvd., Jacksonville, FL 32218

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How To Use This Manual

Document Conventions

This manual cross-references Florida Statutes regarding election law and procedures. In Florida election law, the Manager (or Assistant Manager) is referred to as a “Clerk”. To learn more, visit <https://dos.myflorida.com/elections>.

Informational Symbols/Icons

The following icons are used to emphasize information:



Alert – indicates alert; warning; special attention needed



Information – indicates highlighted or additional information



Deadline – indicates a time sensitive issue or a deadline

Assistance

If you have any questions about the material covered in this manual or need further assistance, please contact:

Call Center: (904) 255-VOTE [8683]

Manager Hotline: (904) 255-3466

Technology Hotline: (904) 255-3477

Website: www.duvalelections.com

Education/Outreach Email: DuvalElectionsEdu@coj.net

Jerry Holland
Supervisor of Elections
jholland@coj.net
(904) 318-6877

Main Office
105 East Monroe Street
Jacksonville, Florida 32202

Elections Center
1 Imeson Park Blvd
Jacksonville, Florida 32218

Justin Gicalone
Deputy Supervisor of Elections
jgicalone@coj.net

Robert Phillips
Special Assistant to the Supervisor of Elections
phillips@duvalelections.gov

Greg Clark
Education, Outreach
& Poll Worker Recruitment
gaclark@coj.net
(904) 742-1277

Jennifer Casey
Education and Outreach
jenniferca@coj.net

Roxy Tyler
Education and Outreach
rtyler@coj.net

Sommer Sallette
Poll Worker Services
shinson@coj.net
(904) 255-3439

Autumn Cato
Supervised Voting/Early Voting
autumnf@coj.net

Cody Childress
Warehouse
cchildress@coj.net

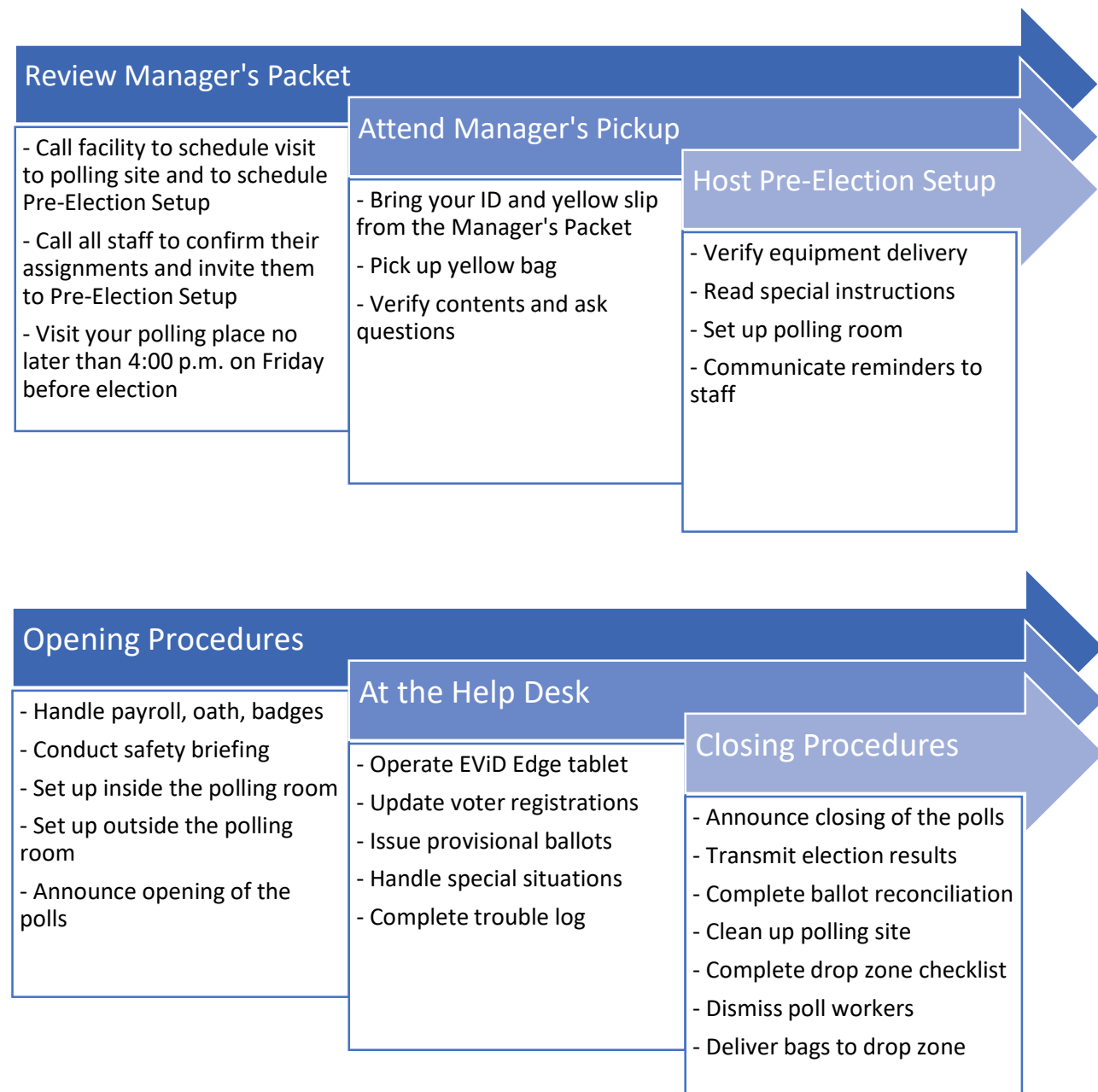
Chapter 1 – Introduction

(Sections 102.031, 102.012, 102.014, Fla. Stat.)

A Manager is responsible for the management of the polling place and poll workers. A Manager (or Assistant Manager) is stationed at the Help Desk to process provisional ballots, resolve voter challenges, address voting situations and check in voters when there are no special situation to address. A Manager has the added responsibility of transporting secure election supplies, contacting poll workers for pre-election setup, setting up and taking down the polling room, and making sure that all procedures are followed correctly. An Assistant Manager will relieve poll workers when they go on break.

A. Overview

Here is an overview of action items for Managers.

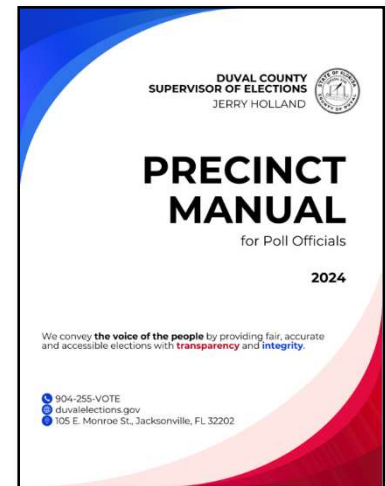


B. Training Manuals

(Section 102.014, Fla. Stat.)

The *Handbook for Precinct Managers* details all the procedures and documents that are the responsibility of a Manager on Election Day. The *Precinct Manual for Poll Officials* details the laws and procedures that must be followed by all poll workers at every polling location on Election Day. In many cases, the *Handbook for Precinct Managers* will reference the *Precinct Manual for Poll Officials* for specific procedures and then provide additional information relevant to the role of a Manager.

All poll workers are expected to familiarize themselves with the manuals in the time between their training and their work assignment. Poll workers are required to bring their manuals with them on Election Day.



C. Quick Reference

The various bags referenced in this manual will be referred to by the naming conventions below. For a complete list of all bags and their contents, please see *Visual Aid Packing Chart* (p. 14).

Yellow Bag	Essential Items
Orange Bag	Provisional Ballots
Teal Bag	Ballot Report Form
Gray Bag	Unscanned Ballots
Black Pouch	Memory Stick/Activator/Hotspot
White Bag	Paper Register
*Administrative Folder	Manager's Resources

Red Bag	Voted Ballots
----------------	----------------------

Blue Bag with Red Handles	Ballot Stubs and Partial
----------------------------------	---------------------------------

Purple Bag	Administrative Supplies
Form Folder	English Forms
Clear Folder	Spanish Forms

Blue Bag	Precinct Supplies
Blue Pouch	Supply Case

Green Bag	Extended Polling Hours Only
------------------	------------------------------------

*The Administrative Folder starts in the Yellow Bag. On Election Day, the Administrative Folder is moved to the Help Desk and returned in the Purple Bag. See *Unpacking the Bags* (p. 15).

Chapter 2 – Before Election Day

A. Staffing Assignments

Poll Worker Services will mail you a Manager Packet which includes a Yellow Slip with your precinct assignment, a Staff Roster with contact information, and a Blue Polling Place Sheet with assigned polling place contact information. Expect this to arrive by USPS approximately three weeks prior to Election Day. An updated final roster will be emailed the week before Election Day.

- Communicate with the polling place contact person to:
 - Schedule a visit to your polling site before 4:00 p.m. on Friday before the election.
 - Schedule Pre-Election Setup the day before the election (if your facility will allow it).
 - Verify who will open the polling place on Election Day morning at 6:00 a.m. and obtain a cell and/or home phone number of that person. Do not assume that the contact person you meet for your site visit or for Pre-Election Setup is the same contact person for Election Day. Some locations may provide you with a key and alarm code during your site visit or Pre-Election Setup. Some locations have their own representatives open the building for you on Election Day.
- Contact your staff within 48 hours of receiving your roster to confirm that (1) they will be working on Election Day and (2) they know their precinct number and polling site location. Provide them with the date/time of Pre-Election Setup. While participating in Pre-Election Setup is not required of poll workers, many will accommodate this request as it makes Election Day morning easier for everyone. Remind poll workers that arrival time on Election Day is 6:00 a.m. sharp.
- If anyone will not be available to work, email Poll Worker Services at DuvalElectionsEdu@coj.net as soon as possible so that a substitute may be found. If you are not notified of a substitute within 48 hours of the election, call the Manager Hotline.




If the facility contact person or phone numbers are not the same as those listed on the Blue Polling Place Sheet, call the Manager Hotline with the update.

B. Visit to Polling Site

Most election equipment is delivered to precincts by Friday before the election. Managers are required to visit the polling site no later than 4:00 p.m. on Friday before the election to verify delivery of equipment. If Poll Worker Services notifies you that the delivery of equipment to your precinct will be on Monday before the election, then you do not need to visit your polling site until you meet for Pre-Election Setup on Monday.

- Ensure that you know how to open the polling site.
- Identify the polling room and where to locate your equipment. Do not change the polling room to a different room in the building. If the facility refuses access to the assigned room noted on the Blue Polling Place Sheet, notify the Manager Hotline immediately.



Duval County Supervisor of Elections
Polling Place Information Sheet
Presidential Preference Primary
March 19, 2024




Precinct #: 101
Precinct Address: 7801 Lone Star Rd
Precinct Zip Code: 32211
Precinct Contact: Kathleen
Precinct Contact Phone Number: 904-867-5309
Opening Instructions: Location will open for manager.
Keys: Yes Alarm Code: N/A

Facility Notes: Take out trash at the end of the night.

Precinct is also a drop zone: No
Assigned Drop Zone: DZ_2

Assigned Rover: Bob Walter
Rover Contact Information: 904-255-3567

Accessibility: Site has a call bell. – See instructions in call bell box for placement.
Ramps: Site does not have any ramps.
Cone Placement: See pictures below.

C. Secure Supply Pickup

Pick up your Yellow Bag at the Elections Center on your assigned date and time as instructed in the Manager's Packet. Only the Managers or Assistant Managers may pick up the Yellow Bag. If the Assistant Manager picks up the Yellow Bag, they must have the Yellow Slip.

- At the Elections Center have a picture ID ready and have your Yellow Slip with your precinct number ready to show staff. Follow the directional signs and cones. Provide a picture ID and the Yellow Slip to the Elections Center staff. You will be given the Yellow Bag.
- While you are still at the Elections Center, verify that these items are in your Yellow Bag:
 - Blue Polling Place Sheet (facility contact list, key status/alarm code, ADA information, drop zone assignment and rover contact information)
 - Facility Key, if applicable
 - Black pouch with two EVID activators
- Take your Yellow Bag inside your home. Do not leave election materials in your vehicle.
- If unsure about anything – park and see the warehouse manager or precinct coordinator at the dock.



D. Pre-Election Setup

(Sections 102.031, Fla. Stat.)

Pre-Election Setup on the day before the election is the best time for poll workers to familiarize themselves with their assigned working location, where to park, which entrance to use, and what facilities will be available during breaks. It is also the best time for poll workers to get to know each other and everyone's work assignments for Election Day. Bring your Yellow Bag with you. By noon on Friday, the movers will have delivered your equipment and supplies. Notify the Manager Hotline immediately if your equipment has not been delivered, keys do not work, or if your bags are missing items.

Pre-Election Setup Checklist

- Verify delivery of election equipment and confirm that the precinct number on the label matches your precinct assignment:
 - 4 Bags tied together (Purple, Blue, Red, Blue with Red Handles)
 - EVID Compact units in black cases
 - EVID Edge tablet in gray hard case
 - DS300(s) in free standing black case(s)
 - ExpressVote in soft black case
 - ExpressVote printer in black laptop case
- Confirm that the following additional equipment has been delivered:
 - Voting booths in silver cases
 - ADA booth
 - ADA table
 - A-frame Sign
 - Chairs
 - No Solicitation Zone orange cones
 - Sign Kiosk
 - Ramps (only certain precincts)
 - ADA orange cones (only certain precincts)
 - Call bell (only certain precincts)

- Become familiar with your supplies using the Visual Aid Packing Chart found in the Administrative Folder.
- Read and follow the directives listed on the Manager's Special Instructions found in the Administrative Folder.
- Familiarize yourself with the building in preparation for your Emergency Safety Procedures Briefing on Election Day. Determine emergency exit route and emergency meeting area. See *Safety Briefing* (p. 11).
- Direct poll workers to set up the polling room. See *Precinct Manual for Poll Officials, Set-up Inside the Polling Room (Ch. 2)*.
- Lock up the facility when you leave and take the Yellow Bag back with you to your home.
- Locate your Drop Zone Assignment found on the Blue Polling Place Sheet. Consider driving from the polling location to the drop zone location if unfamiliar with the route.



If desired, you may start up your MIFI hotspot, EVIDs and ExpressVote to check connectivity. See *Precinct Manual for Poll Officials, Voting Systems Operation (Ch. 7)*. Place the startup tickets in the EVID Accordion Folder. While you may leave them plugged in, you must **shut them down and remove the EVID activator** and return it to the Black Pouch in the Yellow Bag.



Do not break any seals during Pre-Election Setup. The only time you may break seals is on Election Day.

Chapter 3 – Opening Procedures

(Sections 102.012, 102.031, 101.5610, 104.29, Fla. Stat.)

The public and the media are allowed to witness the assembling of the precinct before the polls open, but photography is not allowed.

A. Payroll

Retrieve the Payroll Envelope from the Yellow Bag and have all poll workers sign the payroll sheet. They must verify their address on the payroll sheet before signing. The address we have on file is the mailing address we use to issue the paycheck. If an assigned worker fails to report at 6:00 a.m. you must call the Manager Hotline immediately so that an alternate may be assigned. After arrival, alternates should be added to the payroll sheet. Place the signed payroll sheet in the Payroll Envelope.



SAMPLE PAYROLL SHEET		Supervisor of Elections		Duval County, FL	
Date:	05/18/2023	Time:	7:00 AM	Precinct:	1306
Election Position:	153	2020 Election Cycle (P):		Atlantic Beach City Hall	
1031.59753	<u>Dennis, Jesse</u>	Position Worked:	C	Signature:	Manager
Time In:	Time Out:	Duties:		Phone:	
105 E. Monroe St	Jacksonville FL	Payroll #:		SSN #:	000-00-0000
32202	(W)				
1031.59753	<u>Debi, John</u>	Position Worked:	A	Signature:	Assistant Manager
Time In:	Time Out:	Duties:		Phone:	
105 E. Monroe St	Jacksonville FL	Payroll #:		SSN #:	(112)904967-5310 000-00-0000
32202	(112)904967-5309				
1031.59753	<u>Green, William</u>	Position Worked:	D	Signature:	Deputy
Time In:	Time Out:	Duties:		Phone:	
105 E. Monroe St	Jacksonville FL	Payroll #:		SSN #:	(112)904967-5311 000-00-0000
32202	(W)				
1031.59753	<u>Brigham, Alex</u>	Position Worked:	IT	Signature:	Inspector Tech
Time In:	Time Out:	Duties:		Phone:	
105 E. Monroe St	Jacksonville FL	Payroll #:		SSN #:	(112)904967-5312 000-00-0000
32202	(112)904967-5309				

B. ID Badges

Retrieve Election Day Poll Official ID Check Form and the name tags from the Yellow Bag. All poll workers must present a valid photo ID. Verify that the ID of each Board Member matches the badge. Badges are to be worn for the entire Election Day. Special badges may be assigned to bilingual poll workers providing language assistance. The Manager and Assistant Manager must sign the Election Day Poll Official ID Check Form. Place it in the Payroll Envelope and return it to the Yellow Bag. If an alternate poll worker arrives, be sure to verify that their ID matches their badge.



C. Oath of Election

Retrieve the Oath of Election from the Form Folder in the Purple Bag. Administer the Oath of Election to all poll workers (except the Deputy who was sworn in during training). The Assistant Manager administers the Oath to the Manager. After all poll workers sign the Oath of Election form, file it in the Completed Documents Envelope. If an alternate poll worker is assigned, they should take the oath upon arrival and sign the form.

OATH OF ELECTION BOARD MEMBERS		
PRECINCT:	_____	
ELECTION DATE:	_____	
We, the undersigned members of the Election Board for the above-numbered precinct, affirm that we will perform our respective duties according to the law and will endeavor to prevent fraud, deceit, and abuse.		
Precinct Manager	Assistant Manager	Inspector
_____	_____	_____
Inspector	Inspector	Inspector
_____	_____	_____
Inspector	Inspector	Inspector
_____	_____	_____

D. Safety Briefing

It is important that all poll workers are aware of what to do in an emergency (e.g., bomb, electrical outage, fire, knife/shooting, flood, or other disaster). Prior to Election Day, the Manager will identify the emergency exit route from the polling room and will designate a meeting area outside the building. On Election Day, prior to the polls opening, the Manager will conduct the following emergency procedures briefing. For additional safety information, see *Precinct Manual for Poll Officials, Contingency (Ch. 9)*.

1. Provide poll workers with the name of the facility where they are located.
2. Advise poll workers that if they hear a fire alarm and/or if the Manager announces that an evacuation is necessary, they should exit the room.
3. Give the poll workers direction as to how to exit the building (i.e., “Turn left, walk about 10 yards and look to your left where you will see a door marked FIRE EXIT”).
4. Give the poll workers directions to the location of the pre-designated meeting area outside the building.

5. The Assistant Manager calls 911 in case of an emergency requiring assistance from the police, fire department, or medical personnel. The Assistant Manager must have possession of the written address of the polling location and a cell phone. The Assistant Manager should direct emergency personnel when they arrive. After the Assistant Manager calls 911, they should immediately call the Manager Hotline to report the emergency.
6. Assign a poll worker to oversee assisting voters in exiting the building safely and quickly.
7. Ask if any of the poll workers have special health or medical conditions that the group needs to be aware of in case of an emergency.
8. Remind poll workers that if there is an active shooter to “Avoid, Deny, Defend”. Share any specific details about your facility that may be relevant (i.e. inaccessible rooms, additional exits, situational awareness).

Manager	Announce calmly that the polling room must be evacuated. Retrieve the Staff Roster (if the situation is not life-threatening). Once outside, take roll to account for staff. Follow instructions given by emergency personnel.
Assistant Manager	Call 911 and provide emergency personnel with address of polling location.
Inspector Techs	If the situation is not life threatening, unplug the tabulator but leave the screen up. Carefully roll the unit to the designated meeting area.
Deputy	Ensure everyone exits in a safe and orderly manner.



Do not re-enter the building until directed to do so by emergency personnel or law enforcement.

General Polling Place Security

- Make sure that your cell phone is fully charged and turned on for Election Day!
- Continually monitor entrances and exits to ensure that only authorized persons are in the polling room and any surrounding restricted areas.
- Prevent unauthorized access to equipment, election materials and sensitive and/or confidential documents including signed forms, voted ballots, ballot stock and provisional ballots.
- Follow established procedures for securing, counting, and transporting ballots.
- Use the Trouble Log to document procedures, incidents, and troubleshooting.
- Ensure electronic transmission of results, data, and files are secure. For example, if the signal is weak, exercise caution if moving equipment to window or door within public view or access.
- Review chain-of-custody procedures.
- Review your emergency procedures for responding to a threat to public safety.
- Do not allow a sheriff, deputy, police officer or other officer of the law to access a polling room until the Manager or majority of the Inspector Techs grant permission or unless the member of law enforcement is there to vote. When the Poll Deputy is allowed inside the polling room in an official capacity the Poll Deputy is subject to the Manager’s or Inspector Tech’s commands.
- If there are disruptions outside the polling place, reinforce the Deputy’s instructions. You may also call the Manager Hotline. If the situation is life threatening, call 911.

E. Set Up the Inside Polling Room

If your poll workers did not meet for Pre-Election Setup on Monday before the election, ensure that poll workers assemble voting booths, arrange the room for an orderly flow of traffic, situate the Help Desk clear of the Check-in Station, position the tabulator at a distance from voting booths and set up Sign Kiosk. See *Pre-Election Setup* (p. 9).

F. Technology

Ensure Inspector Techs set up and power on the MiFi hotspot, electronic poll book(s), ballot-marking device(s) and the tabulator(s). For detailed procedures, see *Precinct Manual for Poll Officials, Voting Systems Operation (Ch. 7)*.

MiFi Hotspot

Provide the Inspector Techs with the Black Pouch from the Yellow Bag. They will complete opening procedures.

Ballot-Marking Device

Provide the Inspector Techs with the round barrel key from the Yellow Bag. They will complete opening procedures.

Electronic Poll Book(s)

Provide the Inspector Techs with the EViD activator from the Black Pouch. They will complete opening procedures at the Check-in Station. The Manager will set up the EViD Edge Tablet and the ExpressVote printer at the Help Desk. See *Setting Up the EViD Edge Tablet* (p. 50).

Tabulator(s)

Retrieve the Broken Seals Envelope from the Purple Bag and provide it along with the Black Pouch, the flat silver key, and the flat black key to two Inspector Techs to open polls on the tabulator(s).

Once technology is all operational and polls on the tabulator are opened, place the signed Zero Tape into the Tape Envelope in the Yellow Bag, return the Broken Seals Envelope to the Purple Bag, return the black pouch and all keys to the Yellow Bag. You may also choose to wear the keys on your wrist, if preferred.

G. Chain of Custody Log

Retrieve the Chain of Custody Log from the Form Folder. Verify in Section 1 on the Chain of Custody Log that the serial number, tracking number, and the three seal numbers on the tabulator(s) are accurate. Remove red memory stick label seal on the top of the tabulator(s) and place it on the Chain of Custody Log. If you have two tabulators, be sure to verify both units. The Manager and Assistant Manager should sign Section 1 of the Chain of Custody Log. Return the Chain of Custody Log to the Form Folder.

Return inside the PURPLE BAG	CHAIN OF CUSTODY LOG		
PRECINCT: 101	SECTION 1		ELECTION DATE: March 19, 2024
DS300 Serial # <u>DS0111320210</u> DS300 Tracking # <u>DS077</u> Seal #	Seal	Seal	Seal
	80431	80432	80433
	OFFICIAL ELECTIONS SEALS Duval County SOE 104486		
DS300 Serial # _____ DS300 Tracking # _____ Seal #	Seal	Seal	Seal
	Place Memory Stick Label Here		
I hereby certify that the seal numbers recorded above correspond to those affixed to the DS300 prior to opening the polls and that there is no evidence of tampering.			
_____ Precinct Manager's Signature	_____ Assistant Manager's Signature		

H. Visual Aid Packing Chart

All supplies and documents required for Election Day can be found on the Visual Aid Packing Chart below. There is also a copy in the Administrative Folder. Please note that the Administrative Folder is initially provided to you in the Yellow Bag. While you are setting up the polling room on Election Day, you will move the Administrative Folder to the Help Desk. See *Unpacking the Bags* (p. 15).

VISUAL AID PACKING CHART

Teal Bag
- Ballot Report Form (Original & Practice)

Orange Bag
- List of Provisional Voters
- Voted Provisional Ballots

Gray Bag
- Unscanned Ballots

White Bag
- Paper Register

Black Pouch
- DS300 Memory Stick, EVID Activator, and MiFi Hotspot

Yellow Bag
Place BLACK, GRAY, ORANGE, TEAL, and WHITE bags in the YELLOW Bag along with the following items:

- Brown EVID Ticket Accordion Folder
- Completed Multipurpose Forms Envelope
- Completed Documents Envelope
- DS300, ExpressVote, and Ballot Bin Keys
- DS300 Results Tape Envelope
- Spoiled Ballot Envelope
- Injury/Incident or Illness Report Form Envelope
- Lanyards (Return all Lanyards back inside the Clear Lanyard Packet)
- Precinct Managers Drop Zone Check List
- Payroll Envelope
- Election Day Poll Official ID Check (Must be completed by the Manager and Assistant Manager; then placed inside the Payroll Envelope along with the signed Payroll)
- Premise Key for Polling Location (If Applicable)
- Blue Polling Place Sheet

Red Bag
- Place all Voted Ballots from the DS300 Bin, neatly stacked.
*You may have more than one (1) red bag due to large number of ballots

Blue Bag With Red Handles
- Stub Pads including Partials

Blue Pouch
- Broad Tip Marker
- Extra DS300, ExpressVote, and Ballot Bin Keys
- First Aid Kit
- Glue Stick
- Hand Held Scanner (2)
- Heavy Paper
- I Voted Stickers (English/Spanish)
- Notepad
- Paper Clips
- Pens
- Rubber Bands
- Scissors
- Stapler/Staples
- Tacky Finger
- Tape

Green Bag (Extended Hours Only)
- 4 Clipboards
- Provisional Ballot Envelopes (English/Spanish)
- Provisional Ballot Sleeves (English/Spanish)

Purple Bag

Loose Items
- Broken Seals Envelope
- Extra Seals Envelope
- Provisional Ballot Envelopes (English/Spanish)
- Provisional Ballot Sleeves (English/Spanish)
- Surrendered Vote-by-Mail Ballots Envelope
Form Folder (BROWN) (English Forms)
- English Multipurpose Forms
- Chain of Custody Log
- Citizen Injury Incident Report Form First
- Report of Injury Form
- Oath of Election Board
- Oath of Person Entering Challenge
- Trouble Log
- Voter Registration Instructions (Braille)

Administrative Folder (BROWN) (Goes out in the Yellow Bag)
- Visual Aid Packing Chart
- List of Political Parties
- Special Instructions for Managers
- Unofficial Election Results (for posting DS300 Tape)
- 150' Radius Map
- List of Poll Watchers
- 3 Markers and 3 Styluses in Pouch
- Register Rings
- Valid ID Sheets (for check-in station)
Spanish Form Folder (CLEAR)
- Spanish Multipurpose Forms
- Oath of Person Entering Challenge
- Voter Registration Instructions (Braille)

DS300 Ballot Bin
- Paper Ballots (Unused)
- Flag and Flag Base
- EVID Paper Supply Box
- Opening and Closing Procedures DS300

Blue Bag
- Accessible Cap Pointer
- Deputy Vest
- Extension Cords
- Help Desk Sign
- Magnifier Sheet
- Power Strip
- Secrecy Sleeves
- Supply Case
- Voter Accessibility Kit
- 3 Gray Adapters
- 150 Foot Measuring Tool
- Voter Information Binder (used on Help Desk Table, in front of Sign Kiosk)

Sign Kiosk Box
Goes into Box for Movers

I. Unpacking the Bags

Distribute items from the Yellow Bag, Purple Bag, and Blue Bag using the chart below. All communications printed in both English and Spanish must be placed conspicuously inside the polling room. Any supplies not listed below remain in their bags.

Distribute supplies from the PURPLE BAG as follows:

Pink Provisional Envelopes	Help Desk
Pink Provisional Sleeves	Help Desk
Brown Form Folder	Help Desk
Clear Form Folder Spanish	Help Desk
Completed Documents Envelope	Help Desk
Surrendered VBM Ballot Envelope	Help Desk
Voter Information Binder	Help Desk (at Sign Kiosk)

Distribute supplies from the YELLOW BAG as follows:

Administrative Folder	Help Desk
Valid ID Sheets	Check-in Station
Brown EViD Accordion Folder	Ballot Station
Spoiled Ballot Envelope	Help Desk
Orange Provisional Ballot Bag	Help Desk
List of Provisional Voters	Help Desk
Completed Multipurpose Form Envelope	Help Desk
Styluses (pouch in Administrative Folder)	Check-in Station/Help Desk

Distribute supplies from the BLUE BAG as follows:

White Secrecy Sleeves	Ballot Station and Help Desk
Handheld Scanners	Check-in Station
"I Voted" Stickers	Tabulator
Pens	Check-in Station
Deputy Vest	Deputy
Measuring Line	Deputy
"Help Desk" Sign	Help Desk
Note pad	Check-in Station

J. Ballot Accounting

Retrieve the Practice Ballot Report Form from the Teal Bag. Compare the ballot styles and the number of ballot pads on the top portion of the Ballot Report Form with the actual styles and number of pads stored in the tabulator's ballot bin. After verifying for accuracy, write the same information to the right of the pre-printed information. Return the Ballot Report Form to the Teal Bag until ready for use after closing the polls. Report missing items to the Manager Hotline immediately.

Return in
TEAL BAG

BALLOT REPORT FORM
Duval County, Florida

**PRACTICE
BALLOT REPORT
FORM**

PRECINCT: 101

ELECTION DATE:

PRE-ELECTION BALLOT ALLOCATION

Ballot Style	# of Pads	Ballots per Pad	# of Ballots	Ballot Style	# of Pads	Ballots Per Pad	# of Ballots
001	41	25	1025	001	41	25	1025
		25				25	
		25				25	
		25				25	
		25				25	
		25				25	
		25				25	
		25				25	
		25				25	
		25				25	

K. Set Up Outside the Polling Room

Retrieve the Deputy Vest and 150' Measuring Line from the Blue Pouch. Locate the outdoor sign package and cones. Provide all items to the Deputy. Ensure that the Deputy places A-frame near the curb, places the "Weapons at the Polling Place" sign on the facility property near the entrance to the polling room, and marks the 150' boundary with orange cones. For a full list of Deputy responsibilities during setup, see *Precinct Manual for Poll Officials, Set-Up Outside the Polling Room (Ch. 2)*.

Accessibility Features

Review the Blue Polling Place Sheet in the Yellow Bag for accessibility features required at your location. These features may include placing a call bell or ramp and/or marking accessible parking places with orange cones. Provide instructions to the Deputy regarding any required accessibility features.

Duval County Supervisor of Elections
Polling Place Information Sheet
Presidential Preference Primary
March 19, 2024

Precinct #: 101
Precinct Address: 7801 Lone Star Rd
Precinct Zip Code: 32211
Precinct Contact: Kathleen
Precinct Contact Phone Number: 904-867-5309
Opening Instructions: Location will open for manager.
Keys: Yes Alarm Code: N/A

Facility Notes: Take out trash at the end of the night.

Precinct is also a drop zone: No
Assigned Drop Zone: DZ_2

Assigned Rover: Bob Walter
Rover Contact Information: 904-255-3567

Accessibility: Site has a call bell. - See instructions in call bell box for placement.
Ramps: Site does not have any ramps.
Cone Placement: See pictures below.

L. Announce the Opening of the Polls



Make a public proclamation, **"The polls are officially open!"** at 7:00 a.m. sharp. Throughout the day, rotate staff between the Check-in Station, Ballot Station and Tabulator.

Chapter 4 – At the Help Desk

(Sections 101.045, 101.5608, Fla. Stat.)

The Help Desk is used to answer voter questions, process all provisional ballots, and resolve voting situations. Either the Manager or Assistant Manager should always occupy the Help Desk. If there is no one waiting for assistance at the Help Desk, the Manager or Assistant Manager should check in voters.

A. Help Desk Tickets

Voters should have a Help Desk ticket in hand when they arrive at the Help Desk. The tickets state, “Refer to Clerk” and indicate the nature of the assistance required (provisional required, address change, etc.).

If a voter arrives at the Help Desk with an Action Required Ticket, then they are at the incorrect precinct. See *Wrong Precinct* (p. 41).

If there is a line at the Help Desk, taking a quick glance at the tickets of the next few voters in line may allow you to provide voters with a Multipurpose Form or Provisional Ballot Envelope to fill out while they wait.

Call the Manager Hotline for assistance with any Help Desk situations not covered in this Handbook.

DO NOT ISSUE BALLOT

REFER TO CLERK

Provisional Required
Voter did not provide picture/
signature ID

VR Demo Election
May 31, 2023

SOE Office

Voter Information
Terri Tabitha Smith
123 Haunted House Ln
Anytown, FL 12301
502746164

Poll Worker Initials: VRS
6/1/2023 02:51:09 PM
(EE036-18900461)

Help Desk Tickets

DO NOT ISSUE BALLOT

REFER TO CLERK

Registration Change Required

VR Demo Election
May 31, 2023

SOE Office

Voter Information
Terri Tabitha Smith
123 Haunted House Ln
Anytown, FL 12301
502746164

Poll Worker Initials: VRS
6/1/2023 02:50:49 PM
(EE036-18900461)

Action Required
VR Demo Election

DO NOT ISSUE BALLOT

**Voter is at incorrect polling place.
Voter belongs at:**

Precinct: **1A08**
Place: **Main Street Library**
Address: **123 Main Street Anytown,
FL 12301**

Directions: From the Election's Office,
head South on 1st Street, turn left on
Park Avenue, turn right on Main
Street, Library is across the street
from Main Street Church

SMITH, JOHN T
100 SPONGE DR
Anytown, FL 12301

Election Worker: VRS
Site: Crestview Library
5/4/2023 09:24:04 AM EE-12345678

Action Required Ticket

B. Multipurpose Form

(Sections 101.045, 101.048, Fla. Stat.)

The Multipurpose Form combines four common forms into one convenient form:

- Florida Voter Registration Application
- Declaration to Secure Assistance
- Declaration to Provide Assistance
- Signature Affidavit

Only one form is needed per voter with the relevant sections completed. A voter must only complete the section of the form that applies to the voter's situation. Completed Multipurpose Forms must be filed in the Completed Multipurpose Form Envelope and returned in the Yellow Bag.

SECTION 1
Florida Voter
Registration
Application



Section 1		Florida Voter Registration Application Part 1 – Instructions (DS-DE 39, R1S-2.040, F.A.C.) (eff. 10/2013)		Información en español: Sírvase llamar a la oficina del supervisor de elecciones de su condado si le interesa obtener este formulario en español.	
<p>To Register in Florida, you must be:</p> <ul style="list-style-type: none"> • a U.S. citizen, • a Florida resident, • at least 18 years old (you may pre-register at 16 or 17, but cannot vote until you are 18). <p>If you have been convicted of a felony, or if a court has found you to be mentally incapacitated as to your right to vote, you cannot register until your right to vote is restored.</p> <p>If you do not meet any ONE of these requirements, you are not eligible to register.</p> <p>Questions? Contact the Supervisor of Elections in your county: dos.myflorida.com/elections/contacts/supervisor-of-elections Visit the Florida Division of Elections' website at: dos.myflorida.com/elections</p> <p>CRIMINAL OFFENSE: It is a 3rd degree felony to submit false information. Maximum penalties are \$5,000 and/or 5 years in prison.</p> <p>PUBLIC RECORD: Once filed, all information including your phone number and email address as provided become public record except for the following which can only be used for voter registration purposes: your FL DL#, FL ID#, SSN, where you registered to vote, and whether you declined to register or to update your voter registration record at a voter registration agency. Your signature can be viewed but not copied. (Section 97.0585, Fla. Stat.)</p>		<p>Where to Register: You can register to vote by completing this application and delivering it in person or by mail to any supervisor of elections' office, office that issues driver's licenses, or voter registration agency (public assistance office, center for independent living, office serving persons with disabilities, public library, or armed forces recruitment office) or the Division of Elections. Mailing addresses are on page 2 of this form.</p> <p>Deadline to Register: The deadline to register to vote is 29 days before any election. You can update your registration record at any time, but for a Primary Election, party changes must be completed 29 days before that election. You will be contacted if your new application is incomplete, denied or a duplicate of an existing registration. Your Voter Information Card will be mailed to you once you are registered.</p> <p>Identification (ID) Requirements: New applicants must provide a current and valid Florida driver's license number (FL DL#) or Florida identification card number (FL ID#). If you do not have a FL DL# or FL ID#, then you must provide the last four digits of your Social Security number (SSN). If you do not have any of these numbers, check "None." If you leave the field and box blank, your new registration may be denied. See section 97.053(6), Fla. Stat.</p> <p>Special ID requirements: If you are registering by mail, have never voted in Florida, and have never been issued one of the ID numbers above, include one of the following with your application, or at a later time before you vote: 1) A copy of an ID that shows your name and photo (acceptable IDs—U.S. Passport, debit or credit card, military ID, student ID, retirement center ID, neighborhood association ID, or public assistance ID); or 2) A copy of an ID that shows your name and current residence address (acceptable documents—utility bill, bank statement, government check, paycheck, or other government document).</p> <p>The special ID is not required if you are 65 or older, have a temporary or permanent physical disability, are a member of the active uniformed services or merchant marine who is absent from the county for active duty, or a spouse or dependent thereof, or are currently living outside the U.S. but otherwise eligible to vote in Florida.</p> <p>Political Party Affiliation: Florida is a closed primary election state. In primary elections, registered voters can only vote for their registered party's candidates in a partisan race on the ballot. In a primary election, all registered voters, regardless of party affiliation, can vote on any issue, nonpartisan race, and race where a candidate faces no opposition in the General Election. If you do not indicate your party affiliation, you will be registered with no party affiliation. For a list of political parties, visit the Division of Elections' website at: dos.myflorida.com/elections.</p> <p>Race/Ethnicity: It is optional to list your race or ethnicity.</p> <p>Boxes: Please check boxes () where applicable.</p>			
Numbered rows 1 through 7 and 12 must be completed for a new registration.					
<p>Florida Voter Registration Application Part 2 – Form (DS-DE #39, R1S-2.040, F.A.C.) (eff. 10/2013)</p>		<p>The downloadable/printable online form is available at: register.voteflonda.gov</p>			
<p>This is: <input type="checkbox"/> New Registration <input type="checkbox"/> Record Update/Change (e.g., Address, Party Affiliation, Name, Signature) <input type="checkbox"/> Request to Replace Voter Information Card</p>					
1	Are you a citizen of the United States of America?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	OFFICIAL USE ONLY	
2	<input type="checkbox"/> I affirm that I am not a convicted felon, or if I am, my right to vote has been restored.				
3	<input type="checkbox"/> I affirm that I have not been adjudicated mentally incapacitated with respect to voting or, if I have, my right to vote has been restored.				
4	Date of Birth (MM-DD-YYYY)	[][] - [][] - [][][][]		FVRS No:	
5	Florida Driver License (FL DL) or Florida Identification (FL ID) Card Number	[][][][] - [][][][] - [][][][][]		If no FL DL or FL ID, then provide	Last 4 digits of Social Security Number
6	Last Name	First Name	Middle Name	Name Suffix (Jr., Sr., I, II, etc.):	
7	Address Where You Live (legal residence-no P.O. Box)	Apt/Lot/Unit	City	County	Zip Code
8	Mailing Address (if different from above address)	Apt/Lot/Unit	City	State or Country	Zip Code
9	Address Where You Were Last Registered to Vote	Apt/Lot/Unit	City	State	Zip Code
10	Former Name (if name is changed)	Gender <input type="checkbox"/> M <input type="checkbox"/> F	State or Country of Birth	Telephone No. (optional) ()	
11	<input type="checkbox"/> Email me SAMPLE BALLOTS if option is available in my county. (See Public Record Notice above) My email address is:				
Party Affiliation (Check only one. If left blank, you will be registered without party affiliation) <input type="checkbox"/> Florida Democratic Party <input type="checkbox"/> Republican Party of Florida <input type="checkbox"/> No party affiliation <input type="checkbox"/> Minor party (print party name):		Race/Ethnicity (Check only one) <input type="checkbox"/> American Indian/Alaskan Native <input type="checkbox"/> Asian/Pacific Islander <input type="checkbox"/> Black, not of Hispanic Origin <input type="checkbox"/> Hispanic <input type="checkbox"/> White, not of Hispanic Origin <input type="checkbox"/> Multi-racial <input type="checkbox"/> Other		(Check only one if applicable) <input type="checkbox"/> I am an active duty Uniformed Services or Merchant Marine member <input type="checkbox"/> I am a spouse or a dependent of an active duty uniformed services or merchant marine member <input type="checkbox"/> I am a U.S. citizen residing outside the U.S.	
Oath: I do solemnly swear (or affirm) that I will protect and defend the Constitution of the United States and the Constitution of the State of Florida, that I am qualified to register as an elector under the Constitution and laws of the State of Florida, and that all information provided in this application is true.		SIGN/ MARK HERE 		<input type="checkbox"/> I will need assistance with voting. <input type="checkbox"/> I am interested in becoming a poll worker. Date	

SECTION 2
Declaration to
Secure
Assistance

Section 2 - Complete when voting pass does NOT state "Eligible for Assistance in Voting"

DECLARATION TO SECURE ASSISTANCE (Completed by voter)
Section 101.051(4), Florida Statutes

State of Florida, County of Duval

Date: _____ Precinct: _____ Voter Registration #: _____

I, _____, swear or affirm that I am a registered elector and request
(Print Name)

assistance from _____, in voting at the _____,
(Print Name) (Name of Election)

held on _____.
(Date of Election)

(Signature of Voter) (Birthdate)

Sworn and subscribed to before me this _____ day of _____,
(Date) (Month) (Year)

(Signature of Official Administering the Oath)

SECTION 3
Declaration to
Provide
Assistance

Section 3 - Complete when person OTHER than poll worker is assisting voter

DECLARATION TO PROVIDE ASSISTANCE (Completed by person assisting the voter)
Section 101.051(5), Florida Statutes

State of Florida, County of Duval Date: _____

Precinct: _____

I, _____, have been requested by _____,
(Print Name) (Print Name of Elector Needing Assistance)

to provide him/her with assistance to vote. I swear or affirm that I am not the employer, an agent of the employer, or an officer or agent of the union of the voter and that I have not solicited this voter at the polling place, dropbox location, or early voting site or within 150 feet of such locations in an effort to provide assistance.

(Signature of Assistor) (Birthdate)

Sworn and subscribed to before me this _____ day of _____,
(Date) (Month) (Year)

(Signature of Official Administering the Oath)

SECTION 4
Signature
Affidavit

Section 4 - Signature Difference

AFFIDAVIT OF ELECTOR WHEN SIGNATURE IS DIFFERENT
Section 101.49, Florida Statutes

State of Florida, County of Duval Precinct No. _____

I do solemnly swear (or affirm) that my name is _____; that I am _____
(Print Name) (Age)

years old; that I was born in the State of _____; that I am registered to vote; that I am a
qualified voter of the county and state aforesaid and have not voted in this election.

(Signature of Voter) (Birthdate)

Sworn to and subscribed before me this _____ day of _____,
(Date) (Month) (Year)

(Precinct Manager or Inspector Technician)

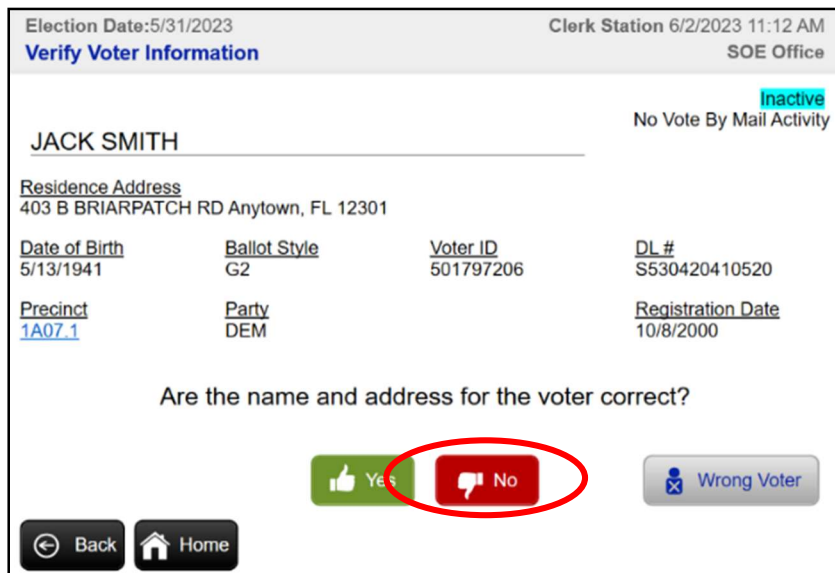
C. Name Change

(Sections 101.045(2), Fla. Stat.)

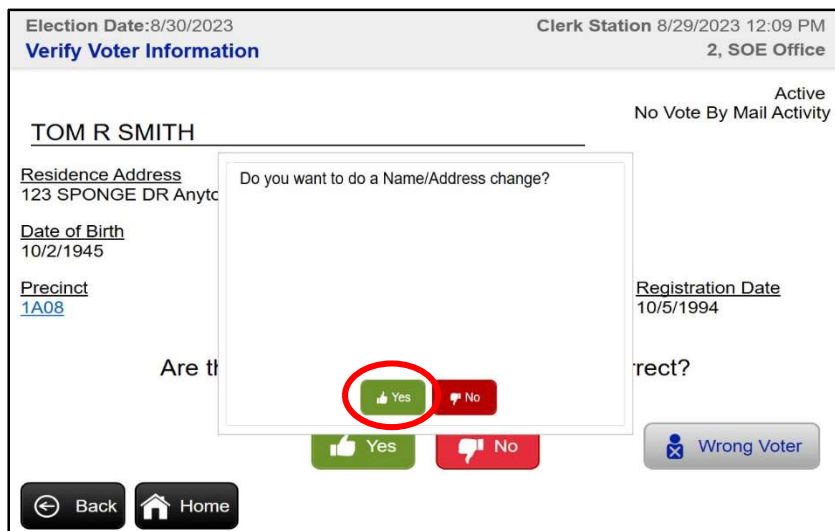
Name changes are only to be made at the Help Desk. Name changes may only be made after the voter completes **Section 1** of the Multipurpose Form for a “Record Update/Change”. Make sure that the voter registration number is written on the form.

To complete a name change on the EViD Edge:

1. Search for the voter. When the screen asks if the voter’s information is correct, select “No”.



2. When prompted to confirm that you want to make a name/address change, select “Yes”.



3. Select the name you want to change and it will turn blue. Begin typing over the old name (you can also backspace to clear the name field.) Once you have entered the correct name, select “OK”.

Election Date: 3/31/2023 Clerk Station 3/23/2023 11:15 AM
2, SOE Office

Enter Voter Information

Last Name: First Name: Middle Name: Suffix:

Residence Address (ex. 123 Main ST City, State Zip): Unit Type: Unit Nbr:

123 Meandering Way Ct Anytown, FL 12301

1 2 3 4 5 6 7 8 9 0 - = ←
Tab q w e r t y u i o p [] \
a s d f g h j k l ; ' Enter
Shift z x c v b n m , . / Shift X

4. Verify that you have entered the correct name as written on the Multipurpose Form. When prompted to confirm that the name and address are correct, select “Yes”.
5. Proceed to check in the voter.

If the voter’s former name is not on the precinct register, you cannot complete the name change request at the precinct. Instead, instruct the voter to complete Section 1 of the Multipurpose Form for a “New Registration” and then issue a provisional ballot. See *Voter Not Found* (p. 39). File the completed Multipurpose Form in the Completed Multipurpose Form Envelope.

D. Address Change

(Sections 101.045(2), Fla. Stat.)

If the voter's name appears on the precinct register but the voter indicates a change or different address than the address listed, you will need to make a change of address. The procedures vary by the type of address change required. Address changes may only be made on the EViD if the voter is moving from one Duval County address to another Duval County address. Address changes may only be made at the Help Desk.

Registered in Duval County

Instruct the voter to complete **Section 1** of the Multipurpose Form for a "Record Update/Change".

To complete an address change on the EViD Edge:

1. Search for the voter. When the screen asks if the voter's information is correct, select "No".

Election Date: 5/31/2023 Clerk Station 6/2/2023 11:12 AM
Verify Voter Information SOE Office

JACK SMITH Inactive
No Vote By Mail Activity

Residence Address
403 B BRIARPATCH RD Anytown, FL 12301

<u>Date of Birth</u> 5/13/1941	<u>Ballot Style</u> G2	<u>Voter ID</u> 501797206	<u>DL #</u> S530420410520
<u>Precinct</u> 1A07.1	<u>Party</u> DEM	<u>Registration Date</u> 10/8/2000	

Are the name and address for the voter correct?

2. When prompted to confirm that you want to make a name/address change, select "Yes".

Election Date: 8/30/2023 Clerk Station 8/29/2023 12:09 PM
Verify Voter Information 2, SOE Office

TOM R SMITH Active
No Vote By Mail Activity

Residence Address
123 SPONGE DR Anytc

Date of Birth
10/2/1945

Precinct
[1A08](#)

Registration Date
10/5/1994

Do you want to do a Name/Address change?

Are the name and address for the voter correct?

3. Select "Clear Address".

The screenshot shows the 'Enter Voter Information' form for Clerk Station 3/23/2023 at 11:17 AM. The form includes fields for Last Name (Smith), First Name (John), Middle Name, and Suffix. The Residence Address field contains '123 Meandering Way Ct Anytown, FL 12301'. Below the form, there is a notification: 'Mailing Address Changed: P.O. Box 32012 Anytown, FL 12301'. Three buttons are visible: 'OK', 'Clear Address' (circled in red), and 'Mailing Address'. A virtual keyboard is shown at the bottom of the screen.

4. Select address field and begin to type the new address until you see the address you are looking for in the drop-down menu. Select the correct address from the drop-down menu and then select "OK".

This screenshot is similar to the previous one, but the 'OK' button is circled in red. A red arrow points to the address field, which now shows a drop-down menu with the same address '123 Meandering Way Ct Anytown, FL 12301' selected. The 'Clear Address' and 'Mailing Address' buttons are also visible. The virtual keyboard remains at the bottom.

5. Verify that you have selected the correct address. When prompted to confirm that the name and address are correct, select "Yes".
6. Proceed to check in the voter.

Now you can issue a Voting Pass as usual.

After a voter updates their address at the polls, they may learn that they are no longer at the correct polling place.

Select “Yes” when asked if the voter wants to vote at their correct polling place. In this case, an Action Required Ticket will print from the EViD showing their correct polling location. Give the Action Required Ticket to the voter, along with their ID, and say: **“You are not in your newly assigned polling place. This ticket shows the name and address of your correct location. You may bring this ticket with you for your convenience.”**

If the voter is not in the proper precinct but insists on voting there, see *Wrong Precinct* (p. 41) to issue a provisional ballot.

File the Multipurpose Form in the Completed Multipurpose Form Envelope.

Registered in Another County

Instruct the voter to complete **Section 1** of the Multipurpose Form for a “Record Update/Change”. Once the voter has completed the form, contact the Manager Hotline to verify the information from the form. The Manager Hotline will import the voter’s registration information into the Duval County system to reflect the address change. Within a few minutes of the verification call, you should be able to either check in the voter or print an Action Required Ticket and provide that to the voter to direct them to the correct precinct. If the voter is not in the proper precinct but insists on voting there, see *Wrong Precinct* (p. 41) to issue a provisional ballot. File the Multipurpose Form in the Completed Multipurpose Form Envelope.

Not Registered in Florida

Instruct the voter to complete **Section 1** of the Multipurpose Form for a “New Registration”. Because the voter did not register to vote in Florida before book closing, the only option for the voter is to vote a provisional ballot. See *Voter Not Found* (p. 39).

Address Protected

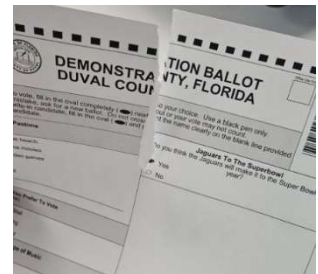
If a voter’s address is marked on the precinct register as “Address Protected”, contact the Manager Hotline to allow the voter to disclose current address and if necessary, make an address change in a confidential and discreet manner. Protected addresses cannot be changed on the EViD. Make sure the voter completes **Section 1** of the Multipurpose Form (Voter Registration) with their updated address.

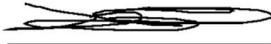
E. Spoiling a Ballot

(Sections 101.5608(2), Fla. Stat.)

A voter who makes an error or “spoils,” their ballot may obtain another ballot upon returning the spoiled ballot in its secrecy folder to the Help Desk. The voter may be given **no more than** three ballots.

1. Instruct voter to remove spoiled ballot from secrecy folder. Fold and slightly tear ballot through timing marks and place it in the Spoiled Ballots Envelope.
2. Escort the voter to the ballot station to obtain a new ballot.
 - Ask the ballot station attendant for the voter’s Voting Pass from the EViD Accordion Folder. Do not undo the voter’s check-in.
 - Match the ballot style number on the voting pass to the ballot style number on the new ballot that you issue to the voter.
 - Write the ballot stub number on the Voting Pass and initial in the blank space on the right of the Voting Pass. Draw a line through the first/second stub number before issuing the next ballot. File the Voting Pass in the EViD Accordion Folder. Initial the ballot stub.
3. Politely ask the voter if they would like some assistance in voting or offer the use of the ballot-marking device to the voter.
4. If the voter makes a mistake on their third ballot, instruct the voter write on the ballot to make their intent clear. Explain to the voter that they **must** insert the spoiled third ballot into the Grey Bag.



Voting Pass VR Demo Election	
Ballot Style: 123	
Precinct: 1A07.2	
Reg #: 126037469	
<hr/>	
SMITH, CHELSEA Birthdate: 1/1/2000	
123 Haunted House Ln Anytown, FL 12301	JA 454 462 465
Please Sign Below: CHELSEA SMITH	
	
Election Worker: VRS Site: Crestview Library 3/17/2020 09:33:06 AM	EE-12345678



Do not give a voter a fourth ballot under any circumstance!

If a voter, who after checking-in, is given a ballot and then returns the ballot to a poll worker before casting it and indicates that they do not desire to vote, the ballot, even if blank, shall be treated as a spoiled ballot and shall not be tabulated. Place the voter's spoiled ballot in the Spoiled Ballot Envelope. To preclude the voter from having a voter history, the poll worker should undo the voter check-in on the EViD. If the check-in of the voter who abandoned the ballot cannot be undone, then place the unscanned ballot in the Gray Bag. When the polls close, the Manager will perform ballot accounting procedures to account for all ballots issued and the number of ballots spoiled. See *Ballot Reconciliation* (p. 66).

F. Voter Is Challenged

(Sections 101.111, Fla. Stat.)

If a challenge is presented, direct the challenger and the voter not to interact with one another in any manner.

1. Instruct the person entering the challenge that they must complete an Oath of Person Entering Challenge form.
2. Inform the challenger that any elector or poll watcher filing a frivolous challenge of any person's right to vote commits a misdemeanor of the first degree.
3. The Manager must witness the oath. After the challenger executes the oath, the challenged voter must be presented with a copy of the challenge.
4. The challenged voter must vote a provisional ballot. See *Challenged Voter* (p. 26).
5. The Manager must attach the challenger's oath securely to the outside of the provisional ballot envelope and place it in the Orange Bag.

OATH OF PERSON ENTERING CHALLENGE
Florida Statute 101.111

Notice to Person Entering Challenge
In accordance with F.S. 101.111(2), any elector or poll watcher filing a frivolous challenge of any person's right to vote commits a misdemeanor of the first degree, punishable as provided in s. 775.082 or s. 775.083; however, electors or poll watchers shall not be subject to liability for any action taken in good faith and in furtherance of any activity or duty permitted of such electors or poll watchers by law. Each instance where any elector or poll watcher files a frivolous challenge of any person's right to vote constitutes a separate offense. Copies of this completed form will be provided to the voter who has been challenged as well as the election board of the challenged voter's precinct.

Initials of Person Entering Challenge: _____

OATH OF PERSON ENTERING CHALLENGE

STATE OF FLORIDA
COUNTY OF DUVAL Precinct #: _____

I do solemnly swear or affirm that my name is _____
that I am a member of the _____ Party; that I am a registered voter or poll
watcher; that my residence address is _____ in the municipality of
_____ and that I have reason to believe that _____ is attempting
to vote illegally and the reasons for my belief are set forth herein to wit:

(Signature of Person Challenging Voter)
Sworn and subscribed to before me this _____ day of _____, 20____

(Clerk of Elections)

Notice to Voter Who Has Been Challenged
In accordance with the provisions of F.S. 101.111, your right to vote in this election has been challenged by the individual listed
above. If the basis for the challenge is that your legal residence is not in the precinct noted above, you shall first be given the
opportunity to execute a change of legal residence to ensure a regular ballot. Otherwise, you are entitled to cast only a provisional
ballot in this election.

Exception: If the sole basis of a challenge is that the voter's legal residence is not in the precinct, the challenged voter shall be first given the opportunity to do a change of address. Follow the procedures in *Address Change* (p. 22) before continuing the voter check-in process.

G. Voter's Signatures Differ

(Section 101.49 Fla. Stat.)

If a Manager, upon a just comparison of the signatures, doubts that the signature on the identification presented by the elector is the same as the signature the elector provided at check-in, the Manager can have the voter complete BOTH **Section 4** of the Multipurpose Form (Affidavit of Elector When Signature Is Different) to acknowledge the difference in signature and then complete **Section 1** of the Multipurpose Form (Voter Registration Application) to update the voter's signature on record. Place the completed Multipurpose Form in the Completed Multipurpose Form Envelope. Check in the voter and issue a voting pass.

If the voter refuses to sign the affidavit but insists on voting, he or she must vote a provisional ballot following the procedure in *Provisional Ballots* (p. 48).



Having a voter cast a provisional ballot due to refusal to sign the affidavit should be a last resort and a very rare occurrence since you can largely verify the voter's identity from their photo on the valid ID.

H. Voter Needs Assistance

(Section 101.051, 101.031(4), 97.061 Fla. Stat.)

Assistance is not required but must be provided if requested by the voter. In some cases, a voter will bring someone to assist them. Voters who may be sent to the Help Desk with their voting pass for assistance fall into two groups:

Voter Coded “Eligible for Assistance”

1. These voters have “Eligible for Assistance” marked on the voting pass.
2. The person assisting the voter will complete **Section 3** of the Multipurpose Form (Declaration to Provide Assistance).
3. The Manager will then accept the completed form and direct the voter and assistant to the ballot issuing table to receive their ballot. The voter and assistant will then be directed to the voting booth area to vote.
4. The completed form will be placed in the Completed Multipurpose Forms Envelope.

Voter NOT Coded “Eligible for Assistance”

1. These voters have a voting pass but it is **not** marked eligible for assistance.
2. The voter will complete **Section 2** of the Multipurpose Form (Declaration to Secure Assistance). If requested by the voter, the Manager may assist the voter in completing the form.
3. The person assisting the voter will complete **Section 3** of the same Multipurpose Form (Declaration to Provide Assistance).
4. The Manager will then accept the completed forms and direct the voter and assistant to the Ballot Station to receive their ballot. The voter and the assistant will then be directed to the voting booth area to vote.
5. The completed forms will be placed in the Completed Multipurpose Forms Envelope.
6. If the voter wishes to have their voter registration updated to indicate “Eligible for Assistance” for future elections, instruct the voter to complete **Section 1** of the same Multipurpose Form (Voter Registration) and check the boxes for “Record Update/Change” and “I will need assistance with voting.”



If poll workers provide assistance, **Section 3** of the Multipurpose Form (Declaration to Provide Assistance) is not required. However, two poll workers from different party affiliations must assist the voter, if present, or, if not, two poll workers of same political party, shall assist the voter.



Power of Attorney is not valid regarding voting. A voter must sign (or mark) any precinct register, form or affidavit for themselves.

Voting Accessibility

As a Manager, you should be familiar with voter accessibility resources available at the Help Desk. Provide these to the voter as needed.

The Voter Accessibility Kit available at the Help Desk includes:

- Ball Cap with Head Pointer – Pointer attaches to the ball cap to be used to touch the ExpressVote screen
- Surgical Head Caps – Placed on the head under the ball cap with head pointer
- Headphone Guards – Placed on the headphones before use
- Signature Guides – Can be used to assist someone in signing a document within space provided
- Magnifier Sheet – Can be used to enlarge text on ballots or forms
- Voter Registration Instructions in Braille – Available in English/Spanish

The ExpressVote ballot-marking device offers additional accessibility features:

- Modified Screen Appearance
- Audio-Tactile Keypad
- Assistive Technology Connections (port to connect a personal Rocker Switch Device/ Sip-and-Puff Device)
- Headphones

For more information on ExpressVote features, see “*Ballot-Marking Device: Accessibility Features*”, *Precinct Manual for Poll Officials (Ch. 7)*.

To assist a voter requesting use of ExpressVote, see *Voter Requests Use of Ballot-Marking Device (p. 28)*.

I. Voter Requests Language Assistance

(U.S.C. 10303(f)(4) and 52 U.S.C. 10503(b)(2)(A))

Each polling location provides opportunities for language assistance including:

- All signs, notices, forms and ballots are available in Spanish.
- An Election Assistance Commission Spanish/English Glossary is available in the Voter Information Binder.
- The ExpressVote allows for written an audio language selection in Spanish.
- Bilingual poll workers wear identification indicating language spoken.
- LangServ professional translator services for over 100 languages are available by phone.

The sign features a header with the text "IF YOU NEED AN INTERPRETER, PLEASE POINT TO YOUR LANGUAGE" and a photograph of diverse people. Below the header is a grid of language options with checkboxes. At the bottom right is the LangServ logo, which includes a globe icon and the text "LangServ Language Services LLC".

Language	English	Spanish	Other
Arabic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chinese	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
French	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
German	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hindi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Japanese	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Korean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Russian	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tamil	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vietnamese	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For more see “Voter Requests Language Assistance”, *Precinct Manual for Poll Officials (Ch. 6)*.

LangServ

If a voter requests LangServ professional translator services:

1. The voter will complete **Section 2** of the Multipurpose Form (Declaration to Secure Assistance). If requested by the voter, the Manager may assist the voter in completing the form.
2. Direct the voter to the LangServ page in the Voter Information Binder. Ask the voter to please find their language and point to it on the page.
3. Dial the 1-904-552-9309 and enter the 2-digit code for the language requested.

- The interpreter will ask for the poll worker’s first and last name and precinct number.
- Advise the voter that the interpreter is on the line. Put the phone on speaker and the voter and interpreter may begin the conversation.

Supervisor of Elections Duval County


1. Dial: 1-904-552-9309

2. For Spanish, press 1.
For all other languages, enter the 2-digit language code

3. The live agent will ask for:
Your First and Last Names -- (provide spelling)
Precinct Number

Third Party Dial Out: Ask the first person who answers (interpreter or call coordinator) to place the call. International calls outside the USA and Canada are subject to additional fees.
If requested, Your 4-digit access code#: 7188

Back-Up Interpreter Number: 1-866-386-1284
(Only use if primary number, above, is not available)



Top Language Codes			
Language	code	Language	code
Albanian	47	Karen	34
Amharic	39	Kinyarwanda	94
Arabic	23	Kirundi	53
Bosnian	37	Korean	30
Burmese	21	Mandarin	24
Cambodian	51	Portuguese	35
Cantonese	31	Punjabi	49
Chin	32	Russian	27
Chin-Hakha	95	Serbian	62
Croatian	92	Somali	29
Dari	80	Swahili	38
Farsi	33	Tagalog	46
French	26	Thai	57
Gujarati	40	Tigrinya	45
Haitian Creole	28	Turkish	54
Hakha-Chin	95	Urdu	41
Hindi	43	Vietnamese	22
Indonesian	70	All other languages	99

Language	code	Language	code
Albanian	47	French	26
Amharic	39	Fulani	36
Arabic	23	Georgian	82
Armenian	59	German	61
Bangla	58	Greek	68
Bengali	48	Gujarati	40
Bosnian	37	Haitian Creole	28
Bulgarian	67	Hakha-Chin	95
Burmese	21	Hakka-Chinese	87
Cambodian	51	Hebrew	90
Canadian French	55	Hindi	43
Cantonese	31	Hmong	44
Chin	32	Ibo	65
Chin-Hakha	95	Indonesian	70
Croatian	92	Italian	56
Czech	91	Japanese	63
Dari	80	Karen	34
Dutch	84	Karenni	60
Farsi	33	Kinyarwanda	94
Filipino	73	Kirundi	53

Language	code	Language	code
Korean	30	Samoa	79
Kurdish	76	Serbian	62
Laotian	50	Serbo-Croatian	64
Lithuanian	69	Somali	29
Macedonian	93	Spanish	1
Mai Mai	78	Swahili	38
Malayalam	75	Tagalog	46
Mandarin	24	Tamil	85
Mandingo	89	Teddin	86
Marshalese	81	Thai	57
Mongolian	72	Tibetan	83
Nepali	25	Tigrinya	45
Oromo	96	Tongan	97
Pashto	77	Turkish	54
Persian	74	Twi	66
Polish	42	Ukrainian	71
Portuguese	35	Urdu	41
Punjabi	49	Vietnamese	22
Romanian	52	Yoruba	88
Russian	27	All other languages	99

J. Voter Requests Use of Ballot-Marking Device

Any voter may request to use the ExpressVote ballot-marking device for any reason. The ExpressVote printer is attached to the EVID Edge tablet at the Help Desk. A voter who chooses to vote using the ExpressVote will need to first be checked in on the EVID Edge tablet. If a voter who requests to use the ballot-marking device is mistakenly checked in at the Check-In Station instead of the Help Desk, you will need to first undo the check-in. See *Precinct Manual for Poll Officials, Undo Voter Check-In (Ch. 4)* for instructions.

To print an activation ballot card:

- Check in the voter using the EVID Edge tablet. Select the checkbox in the top left corner to “Print to ExpressVote Activation Card”.

Election Date: 3/31/2023 Clerk Station 3/22/2023 4:19 PM

Verify voter information SOE Office

Print ExpressVote Activation Card Do Not Print Ballot

Active
No Vote By Mail Activity

JOHN Q SMITH, SR

Residence Address
123 TATE ST Anytown, FL 12301

<u>Date of Birth</u> 10/3/1956	<u>Ballot Style</u> 2	<u>Voter ID</u> 502746904	<u>DL #</u> S502746904123
<u>Precinct</u> 1A06	<u>Party</u> DEM	<u>Registration Date</u> 1/25/2000	

Are the name and address for the voter correct?

- Verify that the name and address for the voter is correct and select “Yes”.
- The voter must select “Yes” to verify their information, sign the EVID screen, and select “OK”.
- Compare the voter’s signature to the ID presented. Select “Accept”.
- When prompted, insert a blank ballot card into the ExpressVote printer with the corner cut edge on the top right. Once inserted, the printer will automatically take up the card and hold it until it is ready to print.

6. Select "OK" to print the ballot card. The voter's activation ballot card will be printed with a ballot style identifier that the ExpressVote device will recognize.



7. Return the voter's ID and give them the ballot card and a white secrecy sleeve.
8. The voter may proceed to the ExpressVote device to mark the ballot. See *Precinct Manual for Poll Officials, Ballot-Marking Device (Ch. 7)* for voter instructions.

K. Voter Goes to the Wrong Precinct

If a voter attempts to check in and vote at the wrong precinct, the Inspector Tech at the Check-in Station will print an Action Required Ticket for the voter with the name and address of the correct polling location. Some voters may request additional information at the Help Desk. Advise the voter that they may call (904)255-VOTE (8683) to learn more. If asked, a manager should go the extra mile and pull up directions on their phone and write down the directions to provide to the voter.

If a voter insists on voting at the wrong precinct, see *Provisional Ballot: Wrong Precinct* (p. 41) to issue a provisional ballot.

L. Voter Casts an Incorrect Ballot



If a voter claims that he or she did not receive the correct ballot (i.e., wrong ballot style issued) BUT has already cast the ballot, the voter's ballot may not be retrieved. The voter does not get another ballot. Issuing the wrong ballot to a voter may result in dismissal! Note the incident on the Trouble Log.

M. Voter Who Requested Vote-by-Mail Ballot Goes to Vote at Polls

(Section 101.69, Fla. Stat.)

Inspector Techs may present you with surrendered vote-by-mail ballots marked "canceled" on the certificate side of the envelope. File the surrendered ballots in the manila Surrendered VBM Ballots Envelope.

N. Voter Leaves Without Casting Ballot

(Rule 1S-2.034, Florida Administrative Code)

If a voter leaves the polling room and leaves a ballot in the voting booth or in and around the tabulator without casting the ballot, poll workers shall place the unscanned ballot in the Gray Bag to be provided to the canvassing board. Document the incident on the Trouble Log. See *Trouble Log* (p. 31).

O. Voter Overvotes Contests

If the voter mistakenly over votes the ballot by making more than one selection in a contest, the tabulator will reject the ballot. The voter may come to the Help Desk to have the rejected ballot spoiled. Tear the ballot through the timing marks and place it in the Spoiled Ballot Envelope. Escort the voter to the ballot station to obtain a new ballot and secrecy sleeve, with instructions on how to properly mark the ballot. See *Spoiling a Ballot* (p. 25).

If the voter insists on voting the rejected ballot “as-is”, inform the voter that the only way to cast a ballot that the tabulator rejects is to place the unscanned ballot in the Gray Bag. Allow the voter to cast the ballot into the Gray Bag. Document the incident in the Trouble Log. See *Trouble Log* (p. 31).

P. Voter Tries to Take Ballot from Polling Room

(Sections 104.20, Fla. Stat.)

If a voter attempts to take their ballot from the polling place, advise the voter that to do so is against the law and that they will be reported. Explain to the voter that the ballot must be spoiled if the voter does not wish to have it counted. Make a notation on the Ballot Report Form and document that a voter left with a ballot in the Trouble Log if the voter insists on leaving the precinct with the ballot. See *Trouble Log* (p. 31).

Q. Voter is Deceased

(Section 98.075, Fla. Stat.)

The Supervisor of Elections shall remove the name of a deceased registered voter from the statewide voter registration system upon receipt of a copy of a death certificate issued by a governmental agency authorized to issue death certificates. A voter may inform you of a person who is deceased but still registered to vote. To have the deceased voter removed from the voter registration system, the interested person may mail, fax, email, or hand-deliver a photocopy of the death certificate for the deceased voter to the Duval County Supervisor of Elections Office. For additional information, advise the interested person to call the Supervisor of Elections Office at (904) 255-VOTE (8683). Once the Supervisor of Elections has received the death certificate, the voter’s name may be removed from the voter registration system.

R. Trouble Log

The Trouble Log is used by the Manager or Assistant Manager primarily to document problems with the electronic pollbooks, tabulator and the ballot-marking device. However, it may also be used to record other significant or unusual problems which occur on Election Day. Be sure to record the times that the problems occurred and were resolved.

Examples would be:

- Problems with the MiFi Hotspot
- Incorrect or insufficient ballots received from the Elections Center
- Missing EVID activators or memory sticks
- People taking pictures in the polling place (other than their own ballot)
- Disorder in the polling site
- Attempts by unauthorized individuals to gain access to the polling site
- Repairs needed to Elections Office equipment
- Accidents, injuries and illness
- Damage to polling location facility or property

TROUBLE LOG SAMPLE	
Election Date: _____	Precinct: _____
Time: _____	
Description: _____ _____	
Solution: _____ _____	
Time problem was resolved: _____	
Time: _____	
Description: _____ _____	
Solution: _____ _____	
Time problem was resolved: _____	

S. Injury, Incident, or Illness Reports

Your safety and well-being are our top priority. As a poll worker, you may encounter situations where you or someone else gets sick, injured, or involved in an incident at the polling place. These situations can be stressful and challenging, but it is important to handle them calmly and professionally. See *Safety Briefing* (p. 11).

For all incidents the following procedures apply:

1. **Assess the situation and provide care.** This may include providing first aid or calling 911. For facility or property damage that interrupts the flow of voting through the polling location, this may include alerting voters by marking the damage with one of the orange cones or positioning a poll worker to redirect voters away from the incident. Voting should continue without interruption.
2. **Call the Manager Hotline immediately.** Report the incident to Supervisor of Elections staff and follow any provided instructions.
3. **Provide written documentation of the incident.** You must document any work-related injuries, illnesses, accidents, trip-and-falls, or any other incidents.
 - Complete the relevant risk management form.
 - Write a note on the top of the form if the individual will seek medical attention or file a claim. Indicate this by writing “Medical: (Yes, No or Unsure)” and “Claim: (Yes, No or Unsure)”.
 - Take photos of the location of the incident as well as the injury to person or damage to property. Email photos to **froi@duvalelections.gov** within 24 hours and indicate in the subject line the precinct name or number.
 - Note the incident on the Trouble Log.

Risk Management Forms

Voter/Citizen is Affected

The voter or citizen affected will complete the **Citizen Injury Incident Report Form** located in the Forms Folder. The form should be signed by the Manager. File in the Injury Incident or Illness Report Form Envelope.

Poll Worker is Affected

The poll worker affected or the Manager will complete the **First Report of Injury Form** located in the Forms Folder. The form should be signed by the Manager. File in the Injury Incident or Illness Report Form Envelope.

Damage

Note any incident which causes damage to the polling site facility or property on the Trouble Log. See *Trouble Log* (p. 31).

The image shows two overlapping forms. The top form is the 'FIRST REPORT OF INJURY OR ILLNESS' from the Florida Department of Financial Services, Division of Workers' Compensation. The bottom form is the 'RISK MANAGEMENT DIVISION CITIZEN INJURY INCIDENT REPORT FORM'. Both forms contain fields for reporting an incident, including date, time, location, description, and contact information for the injured party and the reporting department.

T. Rovers

Rovers are technical support staff that assist with technical issues at polling locations. They are the eyes and ears of the Elections Office out in the field. They also have extra supplies for your precinct, if needed.

Rovers are not poll workers and they are not part of your staff. When a Rover arrives at your polling place, the Manager must check their ID badge before allowing them into the polling room. Rovers should bring the *Tech Support Manual for Rovers* to each polling location.

If you need the assistance of a Rover at any time on Election Day, contact the Tech Hotline first. The contact information for your assigned rover can be found on the Blue Polling Place Sheet and can be used as a backup.

U. Poll Watchers

(Sections 101.111, 101.131, 101.23, 102.031(3), Fla. Stat.)

Each party, each political committee, and each candidate may choose to appoint poll watchers to observe polling place procedures on Election Day. Only one poll watcher per party, political committee, or candidate is allowed in the polling place at any time during voting. Poll watchers must be registered voters of Duval County and they may not be law enforcement officers or a candidate on the ballot.

The Supervisor of Elections approves poll watcher designations and reserves the right to reject any poll watcher.

Upon acceptance of poll watcher designations, the Supervisor of Elections will issue identification badges to the candidate, who will then distribute them to the individual poll watchers.

Poll Watcher Guidelines

A Manager will call the Manager Hotline to report any violation of these guidelines.

Poll watchers:

- Must check in with the Manager when arriving at a polling place and show badge and photo identification for verification of name on the Poll Watchers List in the Administrative Folder.
- Must wear the badge provided to them by the Elections Office at all times while in the polling location.
- Must furnish their own materials and necessities.
- Must inform the Manager if they wish to challenge a voter's right to vote. The Manager will follow the procedures for a challenged voter.
- Must inform the Manager if they see anything that does not comply with election laws.
- Must mute their ring tone on their cell phones and any calls should be conducted outside.
- May not wander around the voting area or ask questions of poll workers other than the Manager.
- May not wear any clothing or buttons identifying a candidate or cause.
- May not volunteer to help voters who need assistance. Poll watchers may only assist a voter if specifically requested by that voter and the proper procedures for providing assistance are followed.
- May not talk or interact in any way with voters in the polling place.
- May not obstruct the orderly conduct of any election. Poll watchers must be respectful and mindful of the service being provided to the voters.

V. Exit Pollsters

(Section 102.031 (7)(b), Fla. Stat.)

An election exit poll is a poll of voters taken immediately after they have exited the polling stations. Pollsters conduct exit polls to gain an early indication as to how an election has turned out.

Exit pollsters:

- Cannot wear clothing that references candidates, parties or causes.
- Must conduct polling activities out of earshot of voters.
- Must abide by the Manager's indication of where they may stand to conduct polling.



Exit pollsters are allowed in the No Solicitation Zone if they are only speaking to voters exiting the polling room.

Chapter 5 – Provisional Ballots

(52 U.S.C. Section 21082, Sections 101.048, 101.049, 101.111, 101.043, 101.045, Fla. Stat.)

List of situations in which a voter must be allowed to vote a provisional ballot:

Identification	<ul style="list-style-type: none"> • A voter who does not produce an acceptable form of photo ID with signature or a photo ID and a signature ID. • A voter whose Florida driver license number or Florida identification card number, or the last 4 digits of the social security number has not been verified. • A person whose signature on the precinct register differs from that on the identification presented and the person refuses to complete a signature affidavit. • A voter whose identity is in question based on the photo identification provided.
Registration	<ul style="list-style-type: none"> • A person whose name is not on the precinct register and the poll worker is unable to verify whether or not the person is a registered voter of the state. • A person whose name is not on the precinct register and the poll worker verifies that the person is not registered in the state, but the person maintains that he or she is entitled to vote. • A person whose name is not on the precinct register and who has completed either the change of name or change of residence affirmation but the poll worker is unable to verify whether the person is a registered voter of the state. • Any person for whom you are unable to get through to the Supervisor of Elections' office to determine if person is eligible to vote.
Address Change	<ul style="list-style-type: none"> • A registered voter who is not otherwise allowed to make an out-of-county address change at the polls for purposes of voting a regular ballot (e.g., new polling location does not have electronic poll book, or person is not an active uniformed services voter or family member). • A registered voter who is required but refuses to execute an address change on an affirmation or voter registration application in order to vote a regular ballot.
Voting Status	<ul style="list-style-type: none"> • A voter whose name is on the precinct register with an indication that he or she already voted but the voter maintains he or she has not already voted in this election. • A voter whose name is on the precinct register with an indication that he or she requested a vote-by-mail ballot and the poll worker confirms that the supervisor of elections has received the voted vote-by-mail ballot, but the voter maintains that he or she has not returned the vote-by-mail ballot (only applies to use of paper register).
Voter Challenge	<ul style="list-style-type: none"> • A voter who has been challenged except in specific cases of address changes.
Poll Closed	<ul style="list-style-type: none"> • A voter who votes on or after the normal poll closing time pursuant to a court or other order extending the polling hours.

Each person voting a provisional ballot must be given the written notice and instructions required by law:

- Right to present further written evidence (if he or she so chooses) that supports their eligibility to vote to the Supervisor of Elections by no later than 5 p.m. on the second day following the election.
- Right to find out after the election whether the provisional ballot was counted and if not, the reason why.
- Right to cure signature if signature is missing from provisional ballot certificate or the signature on the certificate does not match with the one on record or in the precinct register.



Never deny a voter the opportunity to cast a provisional ballot. The Canvassing Board will determine the voter's eligibility.

A. Prepare the Provisional Ballot Envelope

Give the voter the Pink Provisional Ballot Envelope to complete **Section 1** in full. These are available in English and Spanish. The voter must complete and sign the form in front of the poll worker. If it is not signed, it will be rejected. The Manager **and** Assistant Manager who witness the voter's signature must complete and sign **Section 2** in full and indicate the election date, precinct and ballot style provided. The Manager **or** Assistant Manager must also complete **Section 3** by checking the box beside the reason for Provisional Ballot. Do not mark anything else. If a voter needs to complete a Multipurpose Form because their name/address has changed, do not put the completed Multipurpose Form in the Provisional Ballot Envelope. Multipurpose Forms always go in the Completed Multipurpose Form Envelope.

SECTION 1 →
**Voter's
 Certificate and
 Affirmation**

SECTION 2 →
**Witness of
 Help Desk
 Official**
**Tracking
 Number**

PROVISIONAL BALLOT VOTER'S CERTIFICATE AND AFFIRMATION

(Section 101.048(3) and 101.049, Florida Statutes)

**YOUR BALLOT WILL NOT COUNT
 IF YOU DO NOT VOTE IN THE CORRECT PRECINCT**

PROCEDURES FOR DIGITAL SCAN VOTER TO FOLLOW:

1. In front of the Help Desk Official, you **MUST COMPLETE AND SIGN** this Provisional Ballot Voter's Certificate and Affirmation.
2. Give the certificate to the help desk official to witness.
3. Vote your provisional ballot in secret.
4. After voting, put ballot into secrecy envelope and put secrecy envelope into provisional ballot envelope.
5. Seal the provisional ballot envelope.
6. Return the provisional ballot envelope back to the Help Desk Official and obtain your Notice of Rights for Provisional Ballot Voter.

State of Florida, County of Duval

I do solemnly swear (or affirm) that my name is _____
(First) (Middle) (Last)

that my date of birth is _____; that I am registered and qualified to vote in Duval County, Florida;
(Month/Day/Year)

that I am registered in the _____ Party; that I am a qualified voter of the county; and that I have not voted this election. I understand that if I commit any fraud in connection with voting, vote a fraudulent ballot or vote more than once in an election, I can be convicted of a felony of the third degree and fined up to \$5,000 and/or imprisoned up to 5 years. Further, by providing my information below, I authorize the use of e-mail, text message, and telephone call for the limited purpose of signature and ballot validation.

SIGNATURE OF VOTER X
(VOTER MUST SIGN)

Printed Name of Voter: _____

Previous name (if changed) _____

Current Residence Address _____

Current Mailing Address, if different _____

City, State, Zip Code _____

FL Driver's License Number, FL ID number, or last four digits of SSN _____
(A voter's FL DL #, FL ID card # and social security number are confidential and exempt from public access under s.97.0565, Florida Statutes)

Home Phone Number: (optional) _____ Cell Phone Number: (optional) _____

Email: (optional) _____

I do not want to be contacted for signature and ballot validation.

Voter Comments (including date and place where you registered, if known, responses to challenge or other information): _____

Witness of Help Desk Official (must be completed by Help Desk Official)

02728

Election Date: _____ Early voting site or Precinct # _____ Ballot Style _____

Sworn to and subscribed before me this _____ day of _____, 20____, _____ AM/PM

X _____ X _____
Help Desk Official Signature Precinct Manager Signature

Help Desk Official Print Name Precinct Manager Print Name

REMEMBER TO PROVISIONAL BALLOT

- Procedures for Help Desk Official to Follow:**
1. Check reason(s) for provisional ballot in box at right.
 2. Have the voter complete the Provisional Ballot Voter's Certificate and Affirmation.
 3. Witness the voter's signature and complete the "Help Desk Official" section of the Certificate.
 4. Issue the Notice for Provisional Ballot Voter to the voter.
 5. Issue the voter provisional ballot, secrecy envelope and this Certificate envelope.
 6. Instruct voter to return provisional ballot envelope back to help desk official.

- Procedures for Canvassing Board to Follow:**
1. Review information provided in the Voter's Certificate and Affirmation.
 2. Determine if voter is registered in state FVRS.
 3. Determine if voter voted in the correct precinct.
 4. Match voter's signature with signature on file.
 5. Determine whether voter cast a vote by mail ballot or voted during early voting.
 6. Review all information provided by Supervisor's office, evidence provided by voter, if any, and any evidence provided by challenger, if applicable.
 7. Accept or reject provisional ballot based on preponderance of the evidence.

MARK THE REASON! PROCESSING PROCEDURES

Reason for Provisional Ballot
(Check all that apply)

- Voter's name does not appear on the precinct register and voter's eligibility cannot be verified.
- Voter refutes the supervisor's office confirmation that he or she is not registered/eligible.
- There is an indication on the precinct register that the voter has returned the vote by mail ballot or has voted in the office or at an early voting site, but the voter maintains that he or she has not voted, even after a call to the office.
- Voter did not provide picture/signature identification.
- There is an indication on the precinct register that the voter has been challenged in this election.
- Voter is challenged at the precinct. (Attach copy of challenge).
- Voter's ID signature and signature given do not match. Voter refused affidavit.
- Indication on precinct register that voter's FL DL #, FL ID card # or SSN is not yet verified by the Department of State in conjunction with DHSMV. (Unverified Voter)
- Registered Late / After Book Closing
- Other (provide comment) _____

Extended Hours Only:
Vote cast after 7:00 p.m. due to extended hours at polls by:

- Qualified voter
- Eligibility undetermined



SECTION 3
Reason for
Provisional
Ballot

**** FOR SUPERVISOR OF ELECTIONS AND CANVASSING BOARD USE ONLY ****

CANVASSING BOARD ACTION	STATE REASON IF REJECTED
<input type="checkbox"/> COUNTED	
<input type="checkbox"/> NOT COUNTED	
CANVASSING BOARD INITIALS	

Information Verified At Supervisor's Office

Registered? Yes _____ No _____ Status _____

If not registered, were the following item(s) searched?

Name _____ Local _____
 DOB _____ FVRS _____
 DL / ID / SSN _____ Address _____

FVRS Voter ID Number _____

Address (if different) _____

Voted in Correct Precinct? Yes _____ No _____
 if no, should be _____

Voted During Early Voting? Yes _____ No _____

Cast VBM Ballot? Yes _____ No _____

Signature Match? Yes _____ No _____
 (Attach copy)

Investigative Findings: _____

SOE Staff Initials: _____

Research Complete: _____

B. Check in the Provisional Ballot Voter on the EVID Edge Tablet

The procedures for checking in a provisional ballot voter on the EVID Edge vary depending on the reason the voter must vote a provisional ballot.

No ID Provided

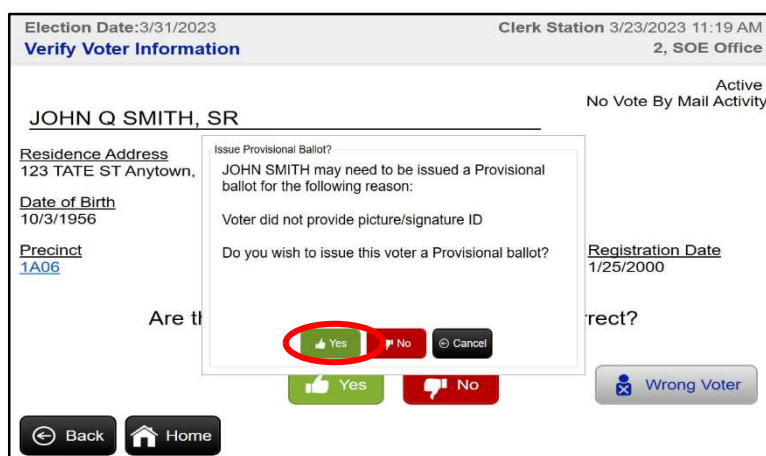
A voter may present you with a Help Desk Ticket indicating “VOTER DID NOT PROVIDE PICTURE/SIGNATURE ID”. If a voter cannot provide a valid photo and signature ID, the voter is allowed to vote a Provisional Ballot. For a list of acceptable identification, see *Precinct Manual for Poll Officials, Photo Identification (Ch. 4)*.

After the Provisional Ballot Envelope is completed:

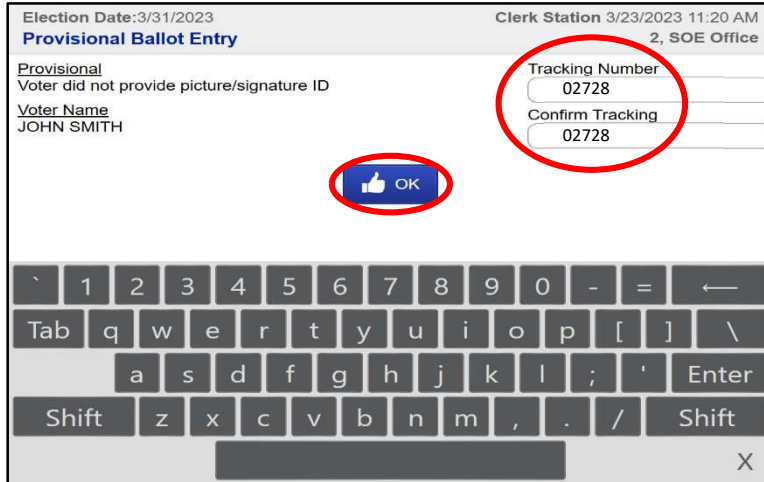
- Select “No ID Provided” on the EVID home screen.



- Manually search for the voter using the information provided on the Provisional Ballot Envelope.
- Verify that the voter’s name and address are correct and select “Yes”.
- When prompted to issue a provisional ballot, select “Yes”.



- Enter the Provisional Ballot tracking number (twice) and select “OK”.



- The voter must select “Yes” to verify their information, sign the EviD screen, and select “OK”.
- Select “Accept” and the Voting Pass will print automatically.

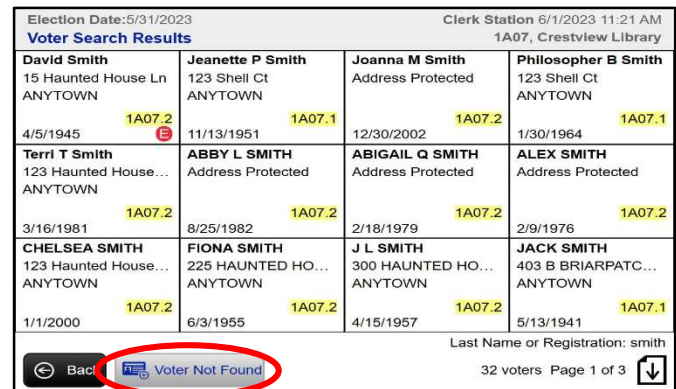
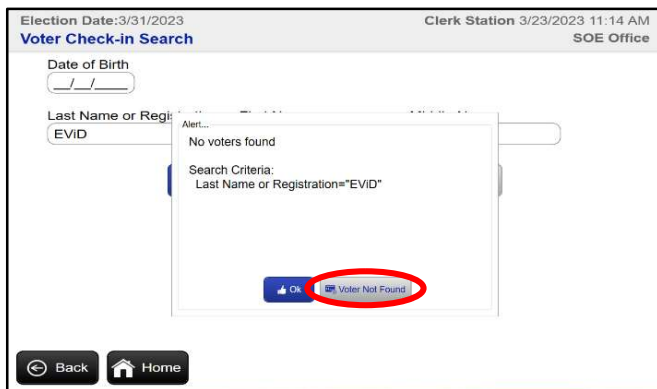
Voter Not Found

A voter may present you with a Help Desk Ticket indicating “VOTER NOT IN REGISTER/ELIGIBILITY NOT VERIFIED”. If a voter cannot be found on the EviD, ask the voter, “**Has any of your information changed?**” If the voter indicates that their information has changed, see *Name Change* (p. 20) or *Address Change* (p. 22).

If a voter cannot be found, the voter may vote a Provisional Ballot.

After the Provisional Ballot Envelope is completed:

- Review the valid photo ID and select “Voter Check-In Search” on the Home screen or scan the ID.
- Enter the voter’s date of birth and initials (first and last) in the correct fields. Select “Search”.
- If the voter cannot be found after a thorough search, select “Voter Not Found”.



- Enter voter information from the Provisional Ballot Envelope and select “OK”. If the “OK” button is gray and you cannot select it, select the properly formatted address from the drop-down menu.

- Verify that the voter’s name and address are correct and select “YES”.
- Select “Yes” when prompted to issue a Provisional Ballot.

- Enter the Provisional Ballot tracking number (twice). Select “OK”.

- The voter must select “Yes” to verify their information, sign the EViD screen, and select “OK”.
- Compare the voter’s signature to the ID presented. Select “Accept” and the Voting Pass will print automatically.

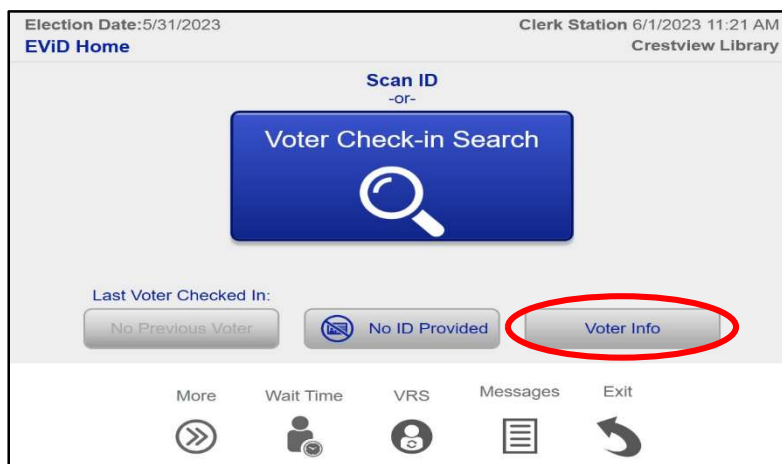
In the event a voter is at the wrong precinct for the address they provided on the Provisional Ballot Envelope, the EViD screen will automatically redirect from the “Voter Not Found” workflow to the “Precinct Dispute” workflow. See *Wrong Precinct* (p. 41). The provisional ballot entry form and the ticket that prints will only show the first provisional reason that came up in the workflow.

Wrong Precinct

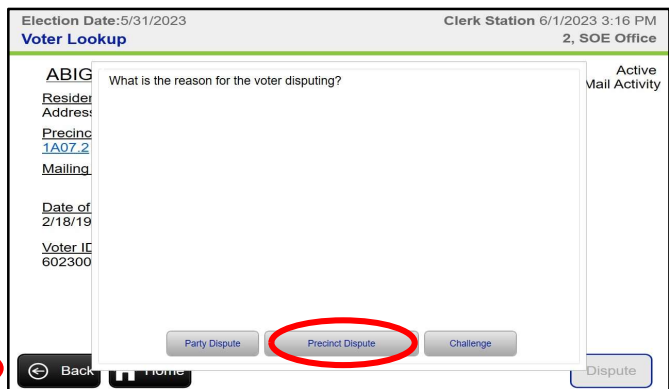
A voter may present an Action Required Ticket that they received at the Check-in Station. Encourage the voter to follow the instructions on the Action Required ticket directing the voter to the correct precinct. Say to the voter, **“This ticket shows you your correct precinct. Intentionally voting in the wrong precinct on Election Day is a felony.”** However, if a voter insists on voting in the wrong precinct, then they must vote a Provisional Ballot.

After the Provisional Ballot Envelope is completed:

- Select “Voter Info” on the Home screen.



- Enter the voter’s information from the Provisional Ballot Envelope and select “Search”.
- Once you have found the correct voter, select “Dispute”, and then select “Precinct Dispute”.



- Select “Yes” when prompted to issue a Provisional Ballot.

Election Date: 5/31/2023 Clerk Station 6/1/2023 3:17 PM
Voter Lookup 2, SOE Office

ABIGAIL Q SMITH Active
 No Vote By Mail Activity

Residence Address
 Address Protected

Precinct Regis
 1A07.2 2018-

Mailing Address

Date of Birth
 2/18/1979

Voter ID
 602300035

Gender
 Female

DL #

Issue Provisional Ballot?
 ABIGAIL SMITH may need to be issued a Provisional ballot for the following reason:
 Precinct Dispute
 Do you wish to issue this voter a Provisional ballot?

Yes No Cancel

Back Home Dispute

- Select the correct ballot style for this voter from the options available in the precinct. The EViD will help you select the correct ballot style by limiting you to selections that change the “OK” button to blue. If the OK button is gray, it will not allow you to proceed because you have chosen an incorrect ballot style. Once you have selected the correct ballot style, select “OK”. In a primary election, it is important that the voter receives a ballot that corresponds to the voter’s party affiliation. You can revisit the Voter Lookup screen by selecting “Back” to see the voter’s party affiliation.

Election Date: 5/31/2023 Clerk Station 6/1/2023 3:17 PM
Select Ballot Style SOE Office

Select Ballot Style to Give to the Voter from those available in this polling place

G1
 G2
 G3

OK

Back Home

- Verify that the name and address for the voter is correct and select “Yes”.

- Enter the Provisional Ballot tracking number (twice). Select “OK”.

- The voter must select “Yes” to verify their information, sign the EViD screen, and select “OK”.
- Compare the voter’s signature to the ID presented. Select “Accept” and the Voting Pass will print automatically.

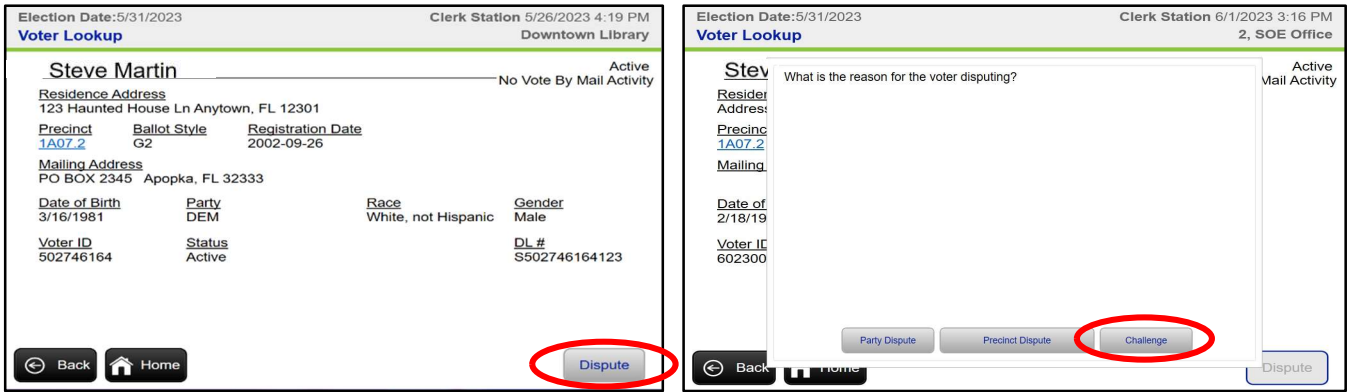
Challenged Voter

A voter may present you with a Help Desk Ticket indicating “CHALLENGED VOTER IS CLAIMING ELIGIBILITY”. This is likely because a challenge was filed prior to the opening of the polls. Voters whose eligibility has been challenged either prior to the opening of the polls or at the polling site may vote a provisional ballot.

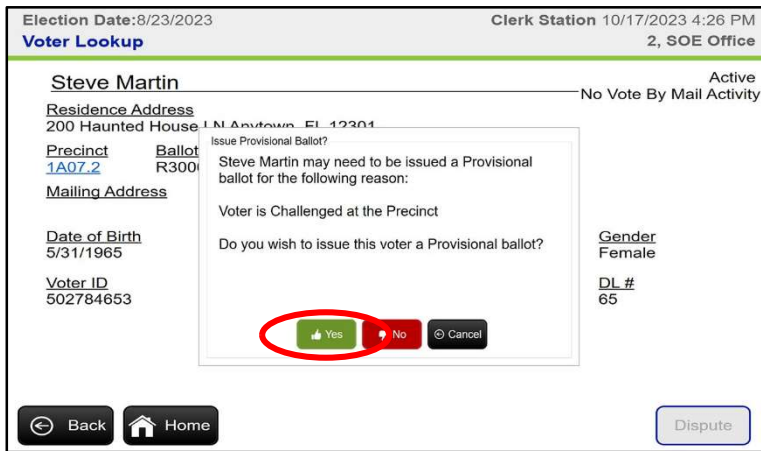
After the Provisional Ballot Envelope is completed:

- Select “Voter Info” on the Home screen.

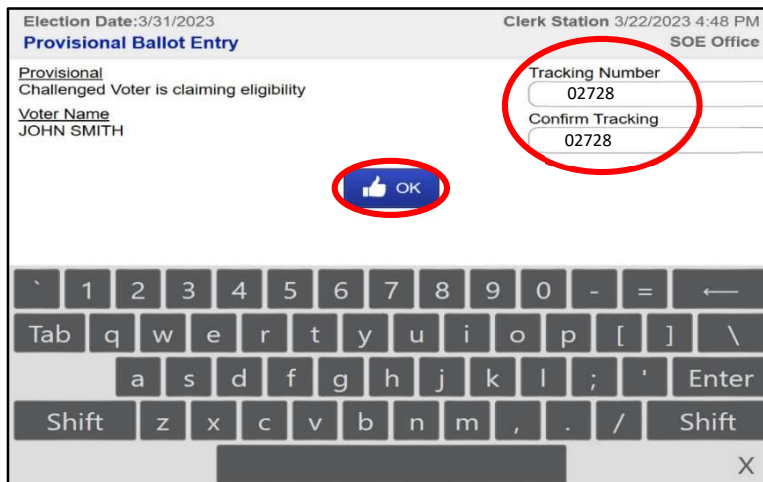
- Enter the voter’s information from the Provisional Ballot Envelope and select “Search”.
- Once you have found the correct voter, select “Dispute”, and then select “Challenge”.



- Select “Yes” when prompted to issue a Provisional Ballot.



- Verify that the name and address for the voter is correct and select “Yes”.
- Enter the Provisional Ballot tracking number (twice). Select “OK”.



- The voter must select “Yes” to verify their information, sign the EViD screen, and select “OK”.
- Compare the voter’s signature to the ID presented. Select “Accept” and the Voting Pass will print automatically.

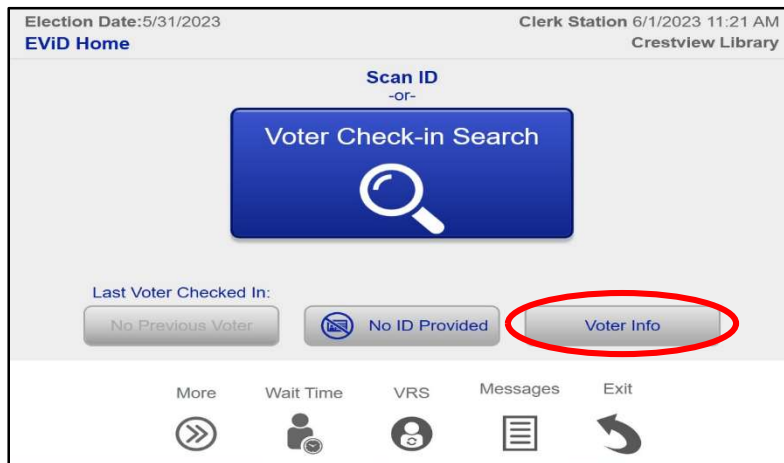
If a voter does not present a Help Desk ticket, but the voter is instead challenged by an individual at the precinct, see instructions at *Voter Is Challenged* (p. 26) prior to issuing a provisional ballot to the voter.

Party Affiliation (Primary only)

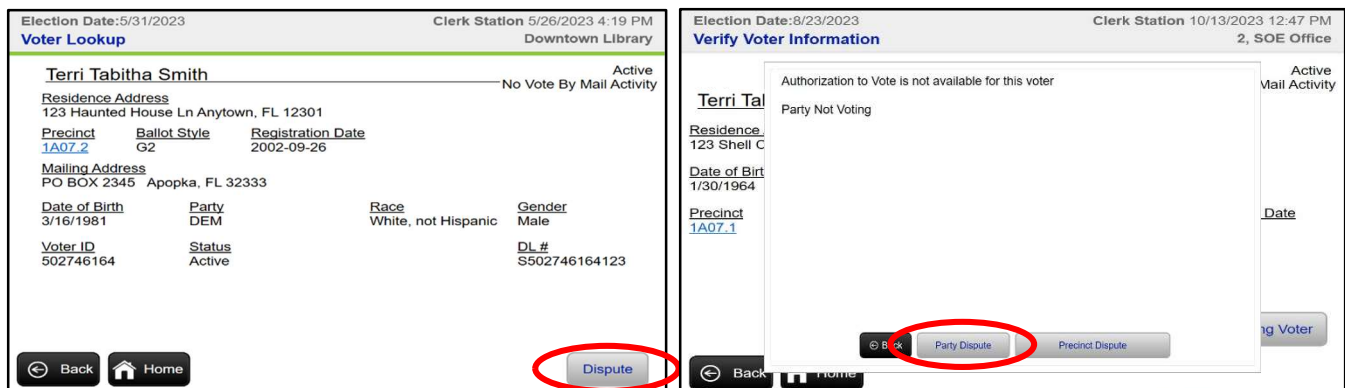
A voter may present you with a Help Desk Ticket indicating “Party Not Voting”. It is common for some voters to switch party affiliation *before* book closing to vote in a primary election. During a primary election, voters who dispute their party affiliation may vote a provisional ballot. Say to the voter, **“Florida is a closed primary state. You may only vote in the primary for the party in which you are registered.”** See *Precinct Manual for Poll Officials, Types of Elections* (Ch. 1). If the voter requests to be registered in a different party, have the voter complete Section 1 of the Multipurpose Form prior to completing the Provisional Ballot Envelope. File the completed Multipurpose Form in the Completed Multipurpose Form Envelope.

After the Provisional Ballot Envelope is completed:

- Select “Voter Info” on the Home screen.



- Enter the voter’s information from the Provisional Ballot Envelope and select “Search”.
- Once you have found the correct voter, select “Dispute”, and then select “Party Dispute”.



- Select “Yes” when prompted to issue a Provisional Ballot.

The screenshot shows the 'Voter Lookup' interface for Terri Tabitha Smith. A modal dialog titled 'Issue Provisional Ballot?' is displayed, asking 'Do you wish to issue this voter a Provisional ballot?'. The dialog includes the following text: 'Terri Smith may need to be issued a Provisional ballot for the following reason: Party Not Voting'. At the bottom of the dialog, there are three buttons: 'Yes' (circled in red), 'No', and 'Cancel'. The background screen shows voter details such as Residence Address (123 Haunted House, Apopka, FL 12301), Precinct (1A07.2), Mailing Address (PO BOX 2345), Date of Birth (3/16/1981), Voter ID (502746164), Gender (Male), and DL # (S502746164123). Navigation buttons for 'Back', 'Home', and 'Dispute' are visible at the bottom.

- Select the correct ballot style for this voter from the options available in the precinct. The EViD will help you select the correct ballot style by limiting you to selections that change the “OK” button to blue. If the OK button is gray, it will not allow you to proceed because you have chosen an incorrect ballot style. Once you have selected the correct ballot style, select “OK”. Since this voter is disputing their party affiliation on record, offer a choice of ballot style to the voter.

The screenshot shows the 'Select Ballot Style' interface. The title is 'Select Ballot Style to Give to the Voter from those available in this polling place'. A list of ballot styles is shown: G1, G2 (circled in red), and G3. At the bottom of the screen, there is a blue 'OK' button with a thumbs-up icon, also circled in red. Navigation buttons for 'Back' and 'Home' are visible at the bottom left.

- Verify that the name and address for the voter is correct and select “Yes”.

- Enter the Provisional Ballot tracking number (twice). Select “OK”.

- The voter must select “Yes” to verify their information, sign the EViD screen, and select “OK”.
- Compare the voter’s signature to the ID presented. Select “Accept” and the Voting Pass will print automatically.

Pending Status

A voter may present you with a Help Desk Ticket indicating “Voter status is pending”. In Florida, book closing is 29 days before each election. People who are not registered to vote by that date are not eligible to vote in the next election. Florida does not have same-day voter registration. After searching for and finding a voter, the EViD may show a message that the voter’s status is “Pending”. Say the following: **“The system is telling me that you registered after the deadline for this election. However, you will be able to vote a regular ballot in the next election.”** The voter may vote a Provisional Ballot. See *Other Provisional* (p. 47).

Other Provisional (Pending Status, Already Voted, Ineligible, Special Handling, etc.)

Voters may vote a Provisional Ballot for any of the reasons indicated in *Provisional Ballots* (p. 25). In these situations, you will be prompted to issue a provisional ballot instead of being allowed to print a voting pass.

After the Provisional Ballot Envelope is completed:

- Review the valid photo ID and select “Voter Check-In Search” on the Home screen or scan the ID.
- Enter the voter’s date of birth and initials (first and last) in the correct fields. Select “Search”.
- Verify that the name and address for the voter is correct and select “Yes”.
- Select “Yes” when prompted to issue a Provisional Ballot.
- Enter the Provisional Ballot tracking number (twice) and select “OK”.
- The voter must select “Yes” to verify their information, sign the EViD screen, and select “OK”.
- Compare the voter’s signature to the ID presented. Select “Accept” and the Voting Pass will print.



After verifying that the name and address for the voter is correct, you may see a notation to “Call SOE”. If you see this message, call the Manager Hotline for special instructions. Once the call is completed, select “Yes” or “No” as advised when prompted on the screen.

Voter's Signatures Differ/Voter Refuses to Sign Affidavit

(Sections 98.461, 101.5608(1), Fla. Stat.)

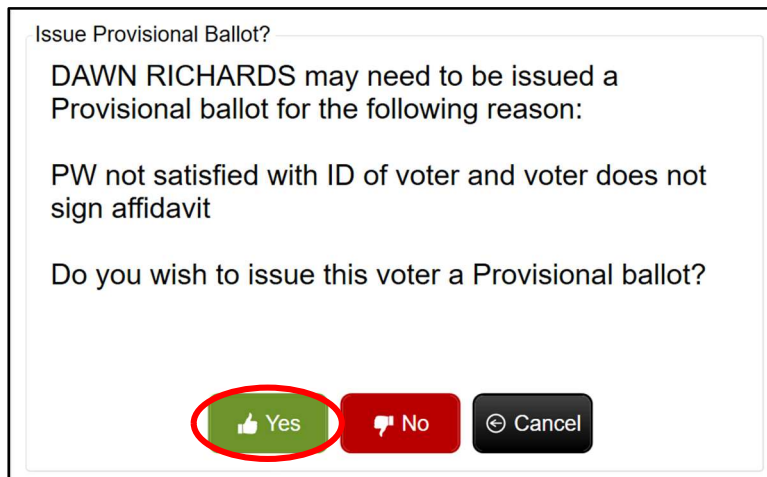
A voter may present you with a Help Desk Ticket indicating "Voter signature rejected". If the voter whose signatures differ refuses to sign the signature affidavit but insists on voting, he or she must vote a provisional ballot. For more information, see *Voter's Signatures Differ* (p. 26).

After the Provisional Ballot Envelope is completed:

- Review the valid photo ID and select "Voter Check-In Search" on the Home screen or scan the ID.
- Enter the voter's date of birth and initials (first and last) in the correct fields. Select "Search".
- Verify that the name and address for the voter is correct and select "Yes".
- The voter must select "Yes" to verify their information, sign the EViD screen, and select "OK".
- Since the voter would not sign the signature affidavit, you must select "Reject".

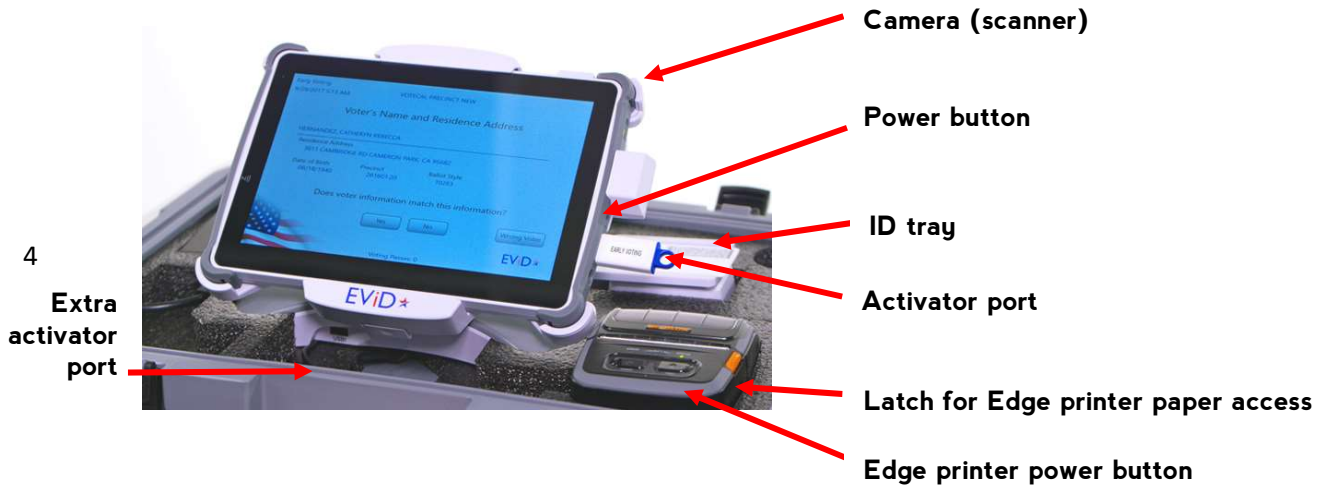


- Select "Yes" when prompted to issue a Provisional Ballot.



Chapter 6 – EViD Edge Tablet

A. EViD Edge Components

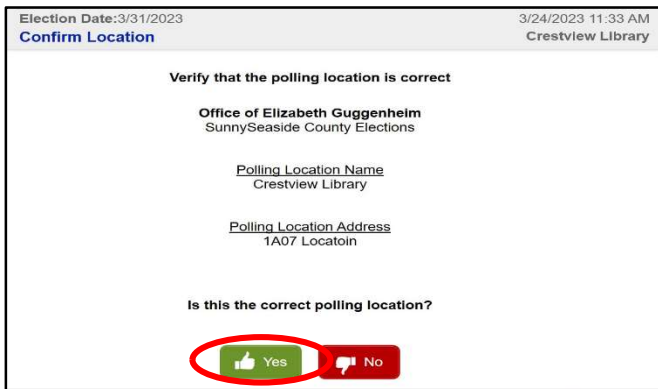


ExpressVote printer

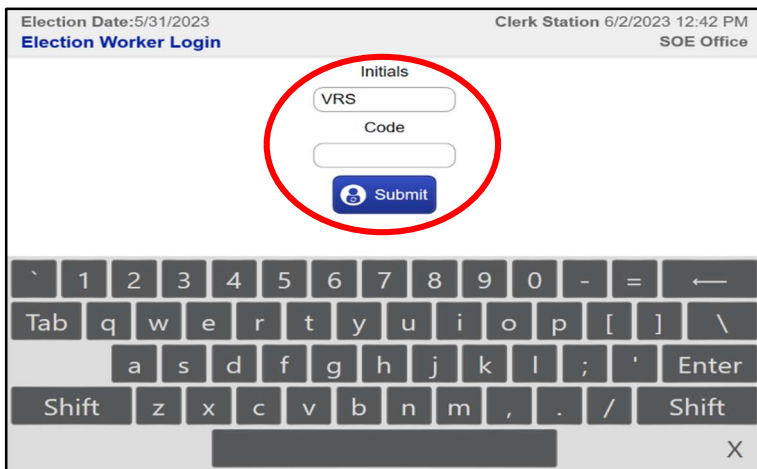
B. Setting Up the EViD Edge Tablet

1. Carefully pick up the Edge tablet case. Place it on a table and unlatch all four latches and remove the lid completely.
2. Once the lid is removed, you should also remove the styrofoam packing that the Edge tablet rests upon (if any). All else should remain intact. Do not take the Edge tablet out of the case! Do not take the cables out of the casing. They are aligned under the Edge for a reason. Do not unplug the printer.
3. Remove the power cord and power block from the case. Connect the power cord to the power block. Plug the cord into the matching port on the back of the EViD (if not already plugged in). Plug the power cord into the wall outlet. Check the indicator on the screen to confirm that you are not on battery power.
4. Turn on the Edge printer by pressing the power button.

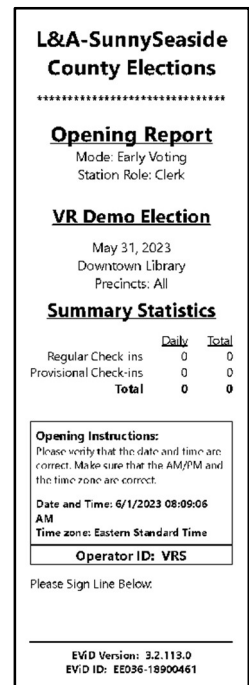
5. Remove the ExpressVote printer, power cord/power block and USB cord from the black laptop case.
6. Plug power cord in DC port on back of ExpressVote printer and then plug into wall outlet.
7. Plug USB cord into USB port on back of ExpressVote printer and then into USB port on EVID Edge tablet.
8. Press and hold the orange power button on the ExpressVote printer for 2 seconds to turn on.
9. Retrieve the EVID activator from the Black Pouch. Insert the activator into the available port on the right side of the Edge tablet. If you see a message indicating "Waiting for Activator" for more than a moment after inserting the activator, move the activator to the extra activator port.
10. Press the gray soft-touch button on the right side of the EVID Edge. It will take a moment for the EVID Edge to power up. The green status light will appear if powered up correctly.
11. Verify that the polling location is correct and select "Yes".
12. Verify that the date and time is correct and select "Yes".



13. Use the on-screen keyboard to enter your initials. Leave the field for Code blank. Select "Submit". Your initials will be on each Voting Pass that you issue. If you are going to step away from the EVID Edge, select the white human figure icon on the Home screen to remove your initials.
14. An Opening Report will automatically print. Tear off the Opening Report, sign it where indicated, and place it in the front of the EVID Accordion Folder.



15. Unplug the EVID activator from the USB port and return it to the Black Pouch.



C. Using the EViD Edge Tablet (Check-In and Undo Check-In)

The Edge tablet performs the same functions and has the same check-in screens as an EViD. The Edge tablet also allows Managers to issue provisional ballots and complete name/address changes. Voter signatures are captured on the Edge Tablet screen instead of a signature pad. For full check-in procedures, see *Precinct Manual for Poll Officials, Voting Process (Ch. 4)*.

Voter Signature on the EViD Edge

(F.S. 98.461, 101.49, 101.5608)

The EViD Edge tablet has the same check-in procedures as an EViD with one exception. Voter signature on the Edge tablet screen is slightly modified because there is not a signature pad.

When you have found the voter on the EViD, you will be prompted to verify the voter's name on the screen. When asked if the information matches, select "Yes".

The next screen will appear upside down to the EViD operator. The tablet should be tilted toward the voter so that they may verify their name, date of birth, and address. Say to the voter, **"Please verify that all your information shown is correct. If everything is correct, please press 'Yes'."** If the voter selects "No" when asked if their name, address, and date of birth are correct, see *Address Change (p. 22)*.

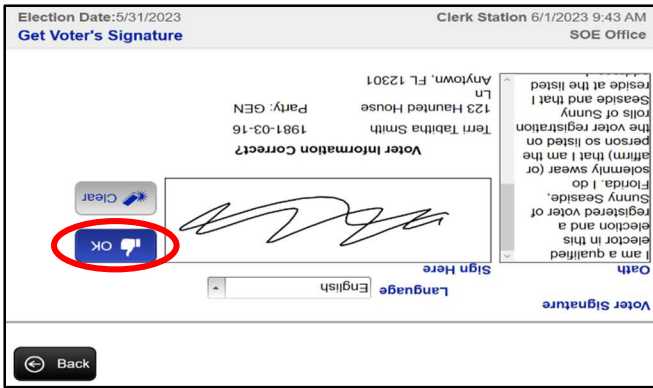
The left screenshot shows the 'Verify Voter Information' screen. At the top, it displays 'Election Date: 3/31/2023' and 'Clerk Station 3/22/2023 4:57 PM SOE Office'. The voter's name is 'Alan And Smith'. Below the name, there are fields for 'Residence Address' (Address Protected), 'Date of Birth' (10/3/1968), 'Ballot Style' (2), 'Voter ID' (502746448), 'DL #' (S502746448123), 'Precinct' (1A06), 'Party' (CHR), and 'Registration Date' (1/2/1997). At the bottom, there is a question: 'Are the name and address for the voter correct?'. Below the question are three buttons: 'Yes' (green with a thumbs up icon), 'No' (red with a thumbs down icon), and 'Wrong Voter' (blue with a person icon). The 'Yes' button is circled in red.

The right screenshot shows the 'Get Voter's Signature' screen. At the top, it displays 'Election Date: 5/31/2023' and 'Clerk Station 6/1/2023 9:42 AM SOE Office'. The voter's name is 'Terri Tabitha Smith'. Below the name, there are fields for 'Party: GEN', '1981-03-16', '123 Haunted House Ln', and 'Anytown, FL 12301'. At the bottom, there is a question: 'Voter Information Correct?'. Below the question are two buttons: 'Yes' (green with a thumbs up icon) and 'No' (red with a thumbs down icon). The 'Yes' button is circled in red. There is also a 'Language' dropdown menu set to 'English' and a 'Voter Signature' field.

Once the voter selects "Yes", the next screen will appear. Say to the voter, **"Please sign on the line using the stylus or your finger and select "OK" when you are done."** If the voter hits the "Clear" button, they will have to re-sign.

When the voter selects "OK" the EViD screen will change orientation so that the information is facing the EViD operator. Tilt the tablet back toward the EViD operator.

Compare the voter's signature on the EViD with the signature on the valid ID. If the signatures look reasonably similar, select "Accept".



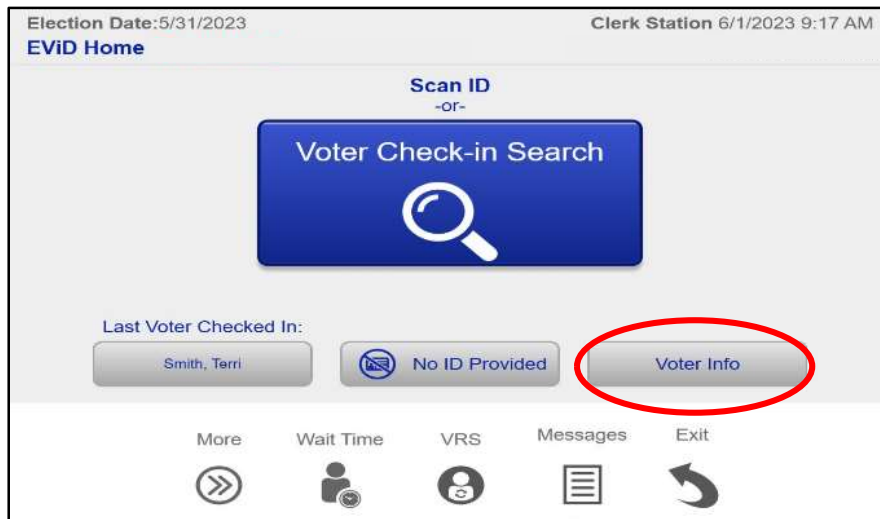
The rest of the procedure is the same as found in the *Precinct Manual for Poll Officials, Voting Process (Ch. 4)*.

Undo Voter Check-In

For instructions on how to undo a voter check-in who was the “Last Voter Checked In”, see *Precinct Manual for Poll Officials, Undo Voter Check-In (Ch. 4)*.

If the voter was checked in *prior* to the last voter processed on the EVID:

- Select “Voter Info” on the Home screen.



- Search for the voter. Select “Undo Check-In”.

Election Date: 3/31/2023 Clerk Station 3/22/2023 4:30 PM
Voter Lookup SOE Office

JOHN Q SMITH, SR Active
 No Vote By Mail Activity

Residence Address
 123 TATE ST Anytown, FL 12301

Precinct Ballot Style Registration Date
 1A06 2 2000-01-25

Mailing Address

Date of Birth Party Race Gender
 10/3/1956 DEM Asian or Pacific Isl Female

Voter ID Status DL #
 502746904 Active S502746904123

Undo Check-in **Reprint Ticket**

Back **Home**

- Select an undo reason from the drop-down menu and select “OK”.

Election Date: 3/31/2023 Clerk Station 3/24/2023 3:00 PM
Select Undo Reason SOE

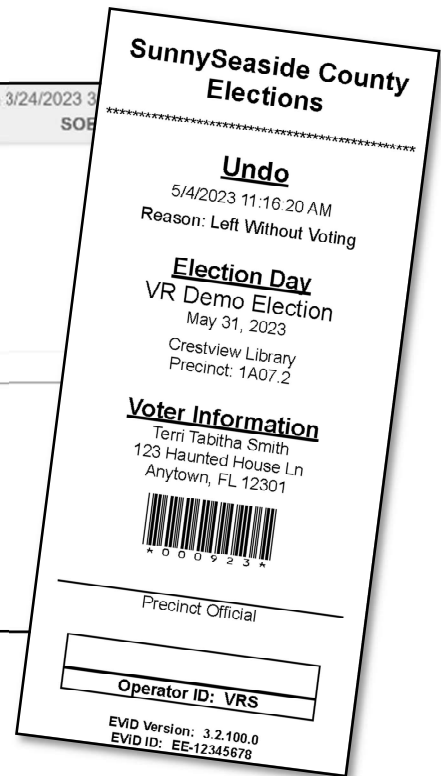
JODI L TEST SMITH

Please select an undo reason and press OK.

Left Without Voting

OK

Back **Home**



- The Undo Ticket will print. Place the Undo Ticket in the EVID Accordion Folder.
- Document the Undo Ticket and the reason it was printed in the Trouble Log.



A Manager should only undo a check-in that was not the previous voter in a case of mistaken identity where the mistake was caught prior to any ballot being cast and the voter who was checked in is still in the precinct. For any other reason, call the Manager Hotline.

Changing the EVID Edge Printer Tape

Extra rolls of EVID printer paper are in the Blue Bag. To remove the printer roll, press the orange button on the side of the case. The top pops up. Lift out the roll and put a new roll in with the paper feeding up and out from the bottom. You can scratch the printer tape to be sure that it is on the correct side for printing. Snap the lid back in place. If the red error light appears, that means the lid was not closed properly.



D. Packing Up the Evid Edge Tablet

1. Retrieve the EVID activator from the Black Pouch. Insert the activator into the available port on the right side of the Edge.
2. To print a Closing Report, select "Exit" on the Home screen. The drop-down menu should be pre-filled to print 1 report. Select "Exit Program" to print the report. Place the Closing Report in the front of the EVID Accordion Folder.
3. Unplug the EVID activator from the USB port and return it to the Black Pouch.
4. On the ExpressVote printer, press and hold the orange power button for two seconds. Unplug the ExpressVote printer from the Edge tablet.
5. Unplug the power box from the outlet and wrap the cord around the brick and insert back into the black laptop case.
6. Unplug the Edge tablet from the wall and return the power block and power cord to the case.
7. Place Styrofoam back inside the Edge encasing the monitor (if any).
8. Place lid on the box. If packed properly, the case should easily close.

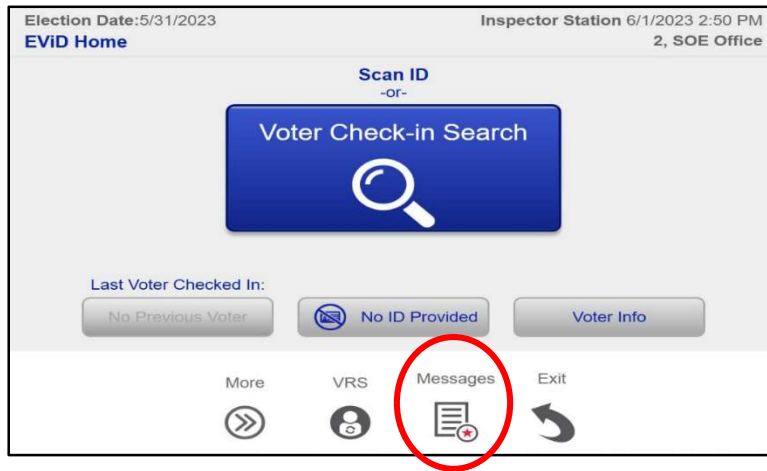
Reprint Closing Report

If the Closing Report tape does not print while closing down the EVID (usually because the printer runs out of paper), the results can be reprinted.

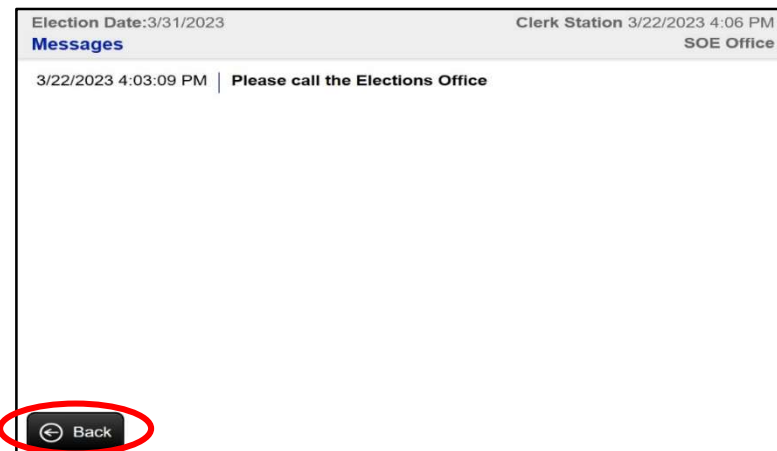
- Leave the EVID Edge printer on.
- Make sure there is paper in the printer.
- Restart the EVID Edge by pressing the grey power button on the right edge of the EVID.
- Enter your initials when prompted to do so.
- When the Home screen appears, select "Exit" on the top-right of the screen. The Closing Report should print automatically.

E. Messages on the EViD Edge

When you have a new message from Supervisor of Elections staff, you will see a red star to indicate a message is waiting. Select “Messages” to see the new message.



When you have finished reading the message, select “Back” to return to the Home screen.



F. ID Scan on the EViD Edge

After reviewing a valid photo ID, you can look up a voter on the EViD Edge. If a voter provides a valid Florida Driver License or Florida ID card, it may be scanned by the EViD Edge scanner attached to the right-side of the EViD Edge tablet. Set the ID on the scanner with the barcode facing up, then press the yellow button on the side of the EViD to use the scanner. The voter’s registration information will appear on the screen.



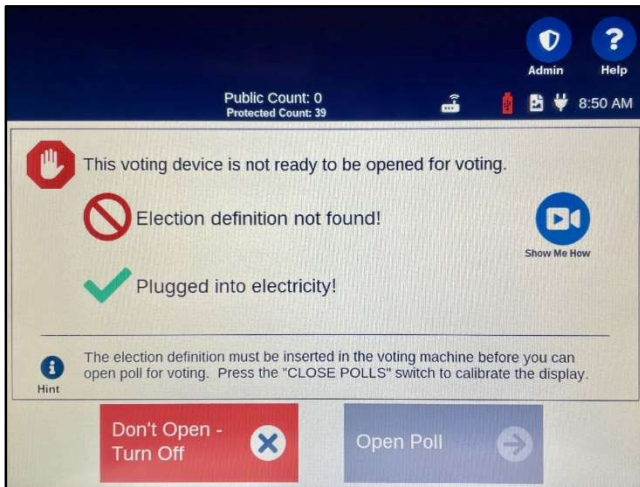
Chapter 7 –Troubleshooting

A. DS300 Malfunction

The tabulator should remain locked during voting hours except in the event of a malfunction. If the problems with the tabulator cannot be solved using the information below, contact the Technology Hotline immediately.

Device Not Ready for Voting/Election Definition Not Found

If you see a status on the tabulator indicating “Voting Device Not Ready” or “Election Definition not found”, the memory stick may not be plugged in securely.



Use the flat black key to open the front access compartment. Remove memory stick, reinsert and press down to securely seat it into the port.

Power Status

On the top right corner of the display, if a battery icon is showing instead of an AC power plug icon, then the tabulator may not be plugged into the AC power cord. It's also possible that the power surge cube or wall outlet may be defective. Make sure all power cords are plugged in securely and that the power surge cube orange light is on. There may be as much as three hours of battery backup available, but battery backup should never be relied on as a primary power source.



AC Power Status Indicator

Icon	Description
	AC Power plugged in - Icon is white.
	No AC Power - Icon is red.

Battery Power Status Indicator

Icon	Description
	Full battery charge - The battery is full and does not need charging.
	75 percent charge - It should take about 2 to 3 hours to fully charge the battery.
	50 percent charge - It should take about 3 to 4 hours to fully charge the battery.
	25 percent charge - It should take about 5 to 7 hours to fully charge the battery.
	No charge - It should take 5 to 7 hours to fully charge the battery.

Responding to a Jam

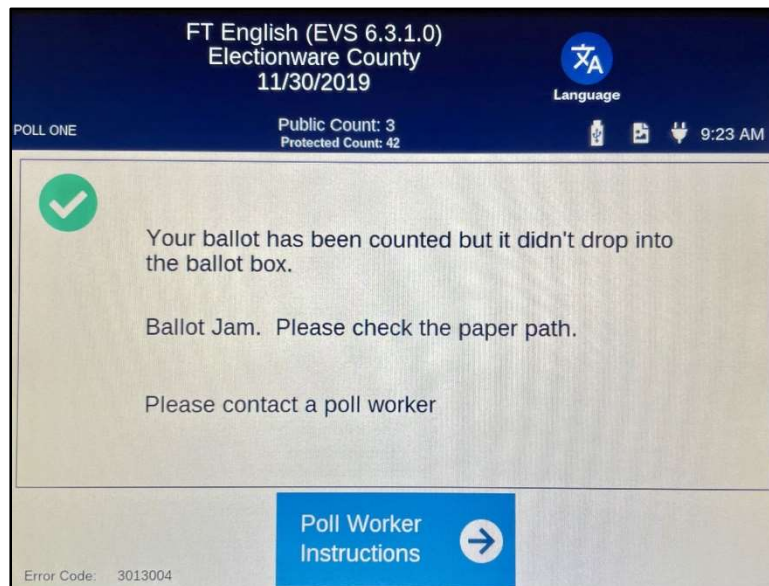
A ballot jam can generate several different on-screen messages, depending on where the ballot jammed. In some instances, a jammed ballot has been counted but failed to fall into the ballot box. In other instances, a jammed ballot is not counted and is either returned to the voter or is stuck in the ballot transport. Before acting, carefully read the message on the screen to determine if the ballot has been counted. Direct the voter to view the message on the screen.

Most ballot jams are caused by an obstruction between where the ballot exits the back of the DS300 and enters the ballot box.

- If using the DS300 ballot box, look into the window on the back of the ballot chute to confirm nothing is obstructing the ballot path.
- The power cord on the DS300 may be interfering with the paper path. Unlock the front flap securing the DS300 on the ballot box. Slide the DS300 forward and make sure the power cord does not block the paper path when the DS300 is being slid back into place.
- If the ballot box is full, see *Ballot Bin is Full* (p. 61).
- Keep an eye on the Public Count at the top of the screen as a ballot is fed into the tabulator to verify that the Public Count has incremented +1.

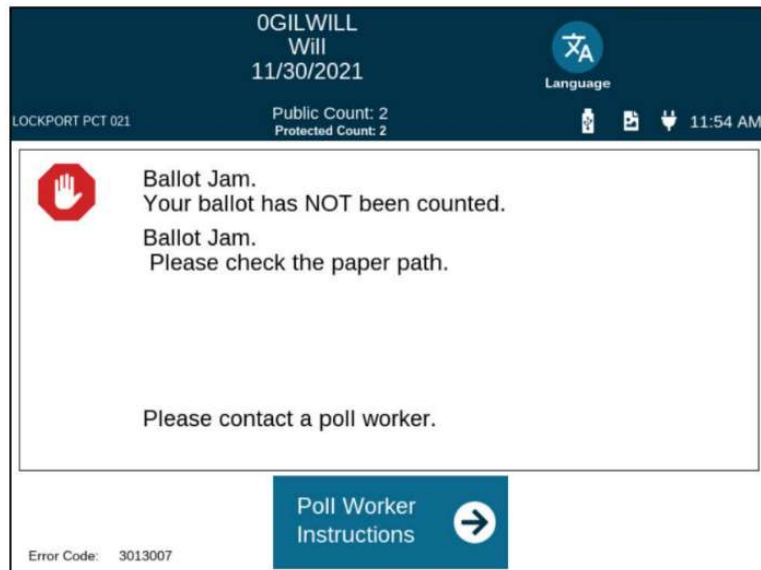
Ballot Counted

If the ballot is hung up at the back of the DS300 and the message on screen indicates the ballot has been counted, unlock the front flap securing the DS300 on the ballot box. Slide the DS300 forward and if the ballot is visible, push it into the ballot box. If the ballot does not fall all the way into the ballot box, open the main ballot compartment door to see if the ballot box is full. If the ballot box is full, see *Ballot Bin is Full* (p. 61).



Ballot Not Counted

If the message on the screen indicates a ballot is jammed but not counted, the DS300 will attempt to return the ballot to the voter. If the voter reinserts the ballot and the problem persists, inspect the ballot for wrinkles, tears or other damage. If the ballot is damaged, see *Spoiling a Ballot* (p. 25) for instructions to spoil the ballot and issue new ballot.



Ballot Not Counted Unable to Return

If the message on the screen indicates a ballot is jammed but not counted, and the DS300 is unable to return the ballot to the voter, unlock the front flap securing the DS300 on the ballot box. Slide the DS300 forward and gently pull the ballot from the back of the DS300. Be careful not to allow the ballot to drop into the ballot box as it would be difficult to identify the ballot. If the ballot does drop in, call the Manager Hotline to report it in front of the voter and advise the voter that the ballots will be reconciled through the tabulator. Inspect the ballot for damage and return to voter for rescanning. If the problem persists, see *Spoiling a Ballot* (p. 25) for instructions to spoil the ballot and issue new ballot.

Emergency Compartment

If the tabulator malfunctions, the emergency compartment can be unlocked and used. Using the flat black key, unlock the emergency compartment and fold down the metal flap to allow the compartment to receive ballots. Call the Manager Hotline immediately to report the situation. Follow the procedures for using the emergency compartment. See *Precinct Manual for Poll Officials* (Ch. 9). When the tabulator resumes proper functions, open the emergency compartment with the flat black key and fold the metal flap up to close the compartment.



Printing Errors

The DS300 printer uses thermal paper and heat transfer to print information.

Pink Line on Paper Tape

A pink-tinted line will appear on the paper tape when the roll is about to run out of tape. The tape roll should be replaced before it runs out.

To replace the tape roll, push in the blue tab in the access compartment to release the tape compartment. Lift out the roll and put a new roll in with the tape feeding under the roll and to the right (if facing the tabulator). Snap the lid back in place. If the tape doesn't print properly, you may have put the tape in backward. To test, pull the tape up and over to the left. If you can scratch the tape and see a mark, you have done it properly.



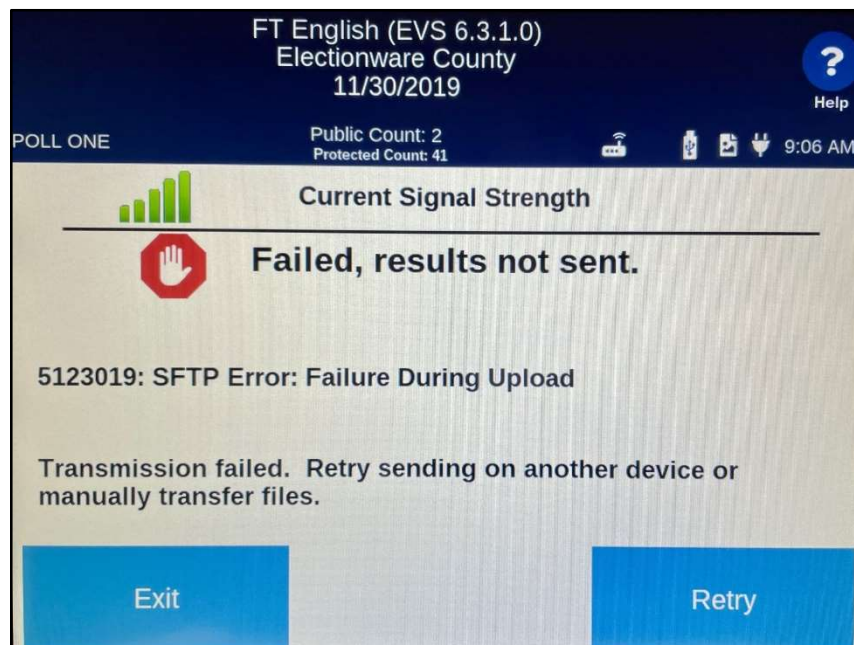
Printer Functioning Without Visible Print

If the printer isn't printing on the tape, it is because the paper roll is inserted incorrectly. Use the flat black key to open the access compartment. Press the blue latch to open the tape compartment. Reinsert the tape roll. Make sure that a half-inch of tape is sticking out of the printer compartment.

If the tape runs out while printing other reports, after you change the tape roll, the DS300 will begin printing the new report with a reprint of the last 18 lines printed before the tape ran out. To match up the two sections of the report, find the last entry on the old roll and use the timestamps to find the repeated entries on the new roll.

Error Transmitting Results

If the results are not successfully sent, a message will be displayed. You can attempt to transmit results again. If that attempt is not successful, call the Technology Hotline.



Ballot Bin is Full

If the ballot bin becomes full on Election Day, the ballots will need to be transferred using the following procedure:

1. Direct voters to cast their ballots into another tabulator, if available.
2. The Manger will say, **“We are temporarily pausing the casting of ballots to empty the full ballot bin and secure voted ballots.”**
3. The Manager and another poll worker will unlock the ballot bin using the flat silver key. They will remove the voted ballots and place them in a Red Bag. Close the ballot bin.
4. The Manager will say, **“We are resuming the casting of ballots.”**
5. The Manager will retrieve a seal from the Extra Seals Envelope and seal the Red Bag.
6. The Manager will retrieve the Chain of Custody log from the Administrative Folder and note the seal number in Section 3 under “RVB1 Seal #”. Return the Chain of Custody Log to the Form Folder until needed for closing procedures.
7. The Manager will store the sealed Reg Bag at the Help Desk.

Tabulator Replaced

If a replacement tabulator is used, be sure to update Section 2 of the Chain of Custody Log with the serial numbers and tracking number and the Manager and Assistant Manager should sign where indicated on the form.

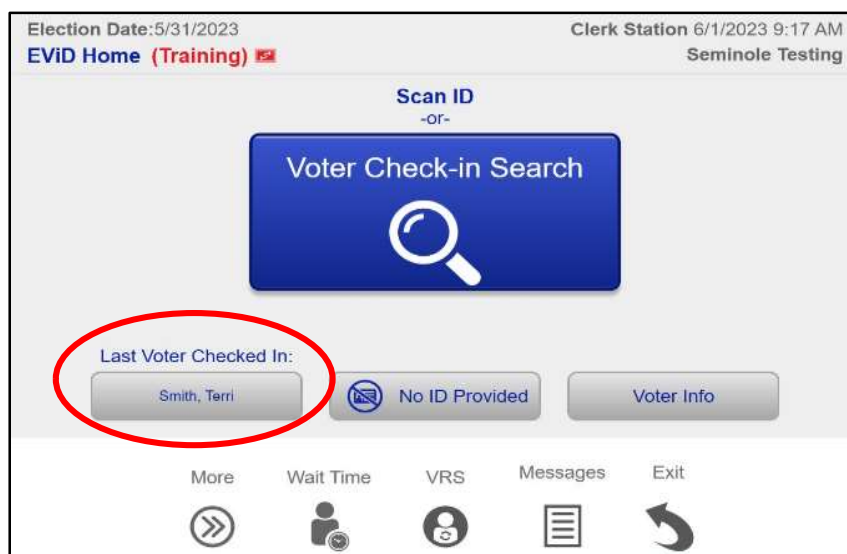
B. EViD Malfunction

Voting Pass Does Not Print Correctly

If a Voting Pass does not print out correctly (usually because the printer paper roll was not replaced), another Voting Pass can be printed for the voter.

If the voter is the last person checked in:

- Select the “Last Voter Checked In” button at the bottom of the Home screen on the EViD.



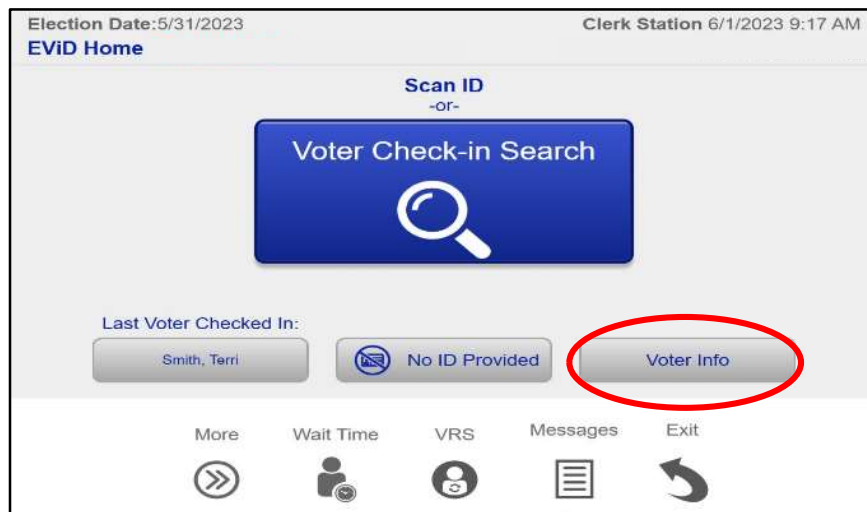
- From the Voter Lookup screen, select “Reprint Ticket” to reprint the Voting Pass.



- The Voting Pass will display “REPRINT” across the top.
- Document that Voting Pass was reprinted and the reason why in the Trouble Log.

If the voter is not the last person checked in:

- Select “Voter Info” on the Home screen. Search for voter.



- Select “Reprint Ticket” to reprint the Voting Pass.

Election Date: 3/31/2023 Clerk Station 3/22/2023 4:30 PM
Voter Lookup SOE Office

JOHN Q SMITH, SR Active
No Vote By Mail Activity

Residence Address
123 TATE ST Anytown, FL 12301

<u>Precinct</u>	<u>Ballot Style</u>	<u>Registration Date</u>
1A06	2	2000-01-25

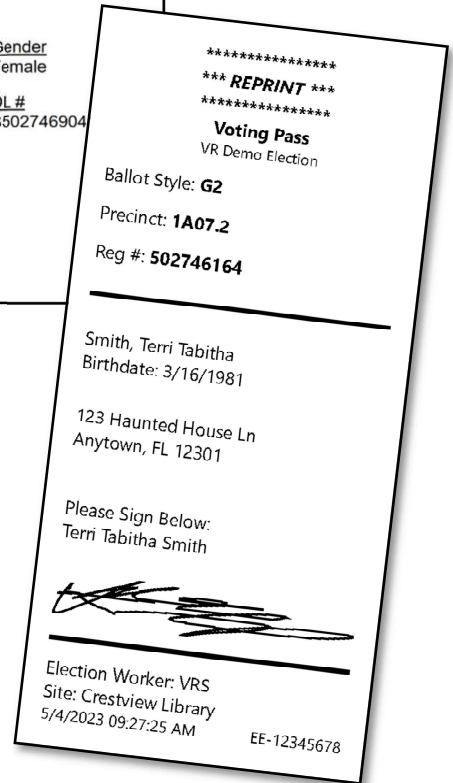
Mailing Address

<u>Date of Birth</u>	<u>Party</u>	<u>Race</u>	<u>Gender</u>
10/3/1956	DEM	Asian or Pacific Isl	Female

<u>Voter ID</u>	<u>Status</u>	<u>DL #</u>
502746904	Active	S502746904

[Undo Check-in](#) [Reissue Ballot](#) [Reprint Ticket](#)

[Back](#) [Home](#)



- The Voting Pass will display “REPRINT” across the top.
- Document that Voting Pass was reprinted and the reason why in the Trouble Log.

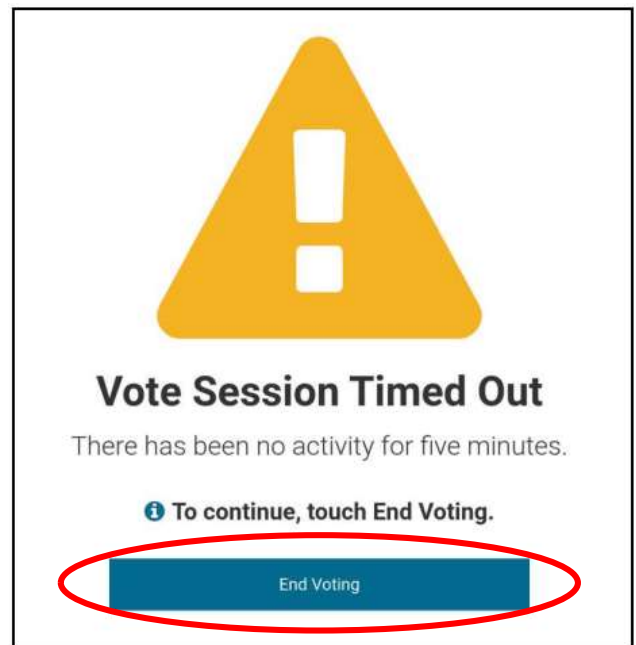
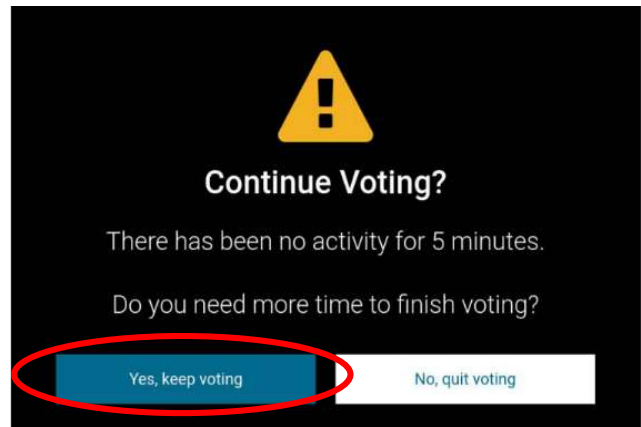
C. ExpressVote

Timed-Out Session

After five minutes of inactivity, such as a voter walking away from the ExpressVote machine or failing to interact with the screen, the unit will read, "Continue Voting?". If the voter selects "Yes, keep voting", they will be returned to the previous screen. If they select "No, quit voting", their ballot card will be ejected.

If the voter fails to interact with the above screen for 30 seconds, an audible alert will sound and the following screen will appear. To cancel a vote session on a terminal that has timed out, you will need to call the Manager Hotline to request the ExpressVote security code. Then, complete the following steps.

1. On the timeout alert screen, touch "End Voting". The system displays the Enter Election Code screen.
2. On the Enter Election Code screen, touch the on-screen keypad to enter the election security code, then touch "Accept". The system displays the Vote Session Ended screen.
3. Touch "Continue". The system displays the Vote Session Canceled reason screen.
4. On the reason screen, touch to select the check box corresponding to the reason for this cancellation (Wrong Ballot, Voter Request, Voter Abandoned Ballot, Problem with Voting Machine, Other).
5. Touch "Continue". The system ejects the card and displays a Vote Session Canceled screen instructing the poll worker to remove the ejected card.
6. Remove the ejected card. The system redisplay the Welcome screen and is ready for the next vote session.
7. If the voter is unknown, place the unscanned ballot card in the Gray Bag. If the voter is known, instruct the voter to insert the ballot and begin the process of marking the ballot again.



Chapter 8 – Closing Procedures

(Section 104.29, 100.011, 101.049, 102.031, Fla. Stat.)

You may assign closing duties to specific poll workers so that the closing procedures may be carried out quickly and accurately. Use your best judgement. The election team must complete steps including, but not limited to, securing equipment and ballots.

The public and the media are allowed to enter the polling room and watch the procedures after the polls close and after all voters have cast their ballots, but photography is not allowed. No more than 3 poll watchers are allowed near the election officials reconciling ballots at the same time.

A. Announce the Closing of the Polls



At the scheduled closing hour at 7:00 p.m. sharp on Election Day, the Manager shall make a public proclamation: **“The polls are officially closed! Anyone in line at the time of this announcement will be allowed to vote.”**

B. Voters in Line at Close of Polls

All eligible voters standing in line at the polling place by 7:00 p.m. on Election Day shall be allowed to vote. The Deputy shall stand behind the last person in line to clearly mark the end of the line and establish a cut-off point.

C. Closing Polls and Transmitting Results

Using the Visual Aid Packing Chart as a reference, retrieve the flat black key, the flat silver key, round barrel key, Chain of Custody Log, DS300 Tape Envelope, Gray Bag, Red Bag(s), Unofficial Election Results sheet, and the Black Pouch and provide them to two Inspector Techs to close polls and pack up the tabulator. See *Precinct Manual for Poll Officials, Closing Procedures: Tabulator (Ch. 7)*. Observe the closing procedures.

Check your Blue Polling Place Sheet to see if your precinct is also a Drop Zone.



If your precinct is NOT also a Drop Zone: After Closing Procedures are complete and the tabulator(s) have been repacked, retrieve three white seals from the Extra Seals Envelope in the Purple Bag for each tabulator at your polling site. On the front of the DS300 use one to seal the tabulator, one to seal the emergency compartment, and one to seal the ballot bin.

If your precinct is also a Drop Zone: Record the seal numbers on the Chain of Custody Log, but **do not** seal the tabulator. Instead, give the seals to your assigned Rover and remind them where and how the seals should be placed. Because your precinct is a drop zone, your tabulator could be used to transmit results from another precinct in an emergency. By completing the Chain of Custody Log and transferring the seals to your Rover, you have fulfilled your responsibilities in packing up the tabulator.

Completing the Ballot Report Form

Retrieve the Practice Ballot Report Form and the Final Ballot Report Form from the Teal Bag.

Work with a poll worker to complete the bottom portion of the Practice Ballot Report Form using the instructions below:

1. Count unused ballot pads. Multiply count by 25, enter amount on line (A)
2. Count ballots attached to partially used pads and enter total on line (B).
3. Count ballots in Spoiled Ballot Envelope and enter total on line (C).
4. Count unscanned ballots in the Gray Bag, enter total on line (D).
5. Count provisional ballots in the Orange Bag, enter total on line (E).
6. Count provisional ballots during Extended Polling Hours (if applicable), enter total on line (F).
7. Add lines (A) through (F) and enter total on line (2).
8. Enter amount from line (1) on line (3).
9. Enter amount from line (2) on line (4).
10. Subtract line (4) from line (3) and enter amount on line (5).
11. Enter total counted ExpressVote ballot cards (shown on DS300 Tape) on line (6).
12. Add lines (5) and (6) and enter amount on line (7).

If your ballots do not reconcile, check the box at the bottom of the form and provide an explanation (e.g., “A voter left with their ballot and it was noted on the Trouble Log”) and then call the Manager Hotline to report it. Supervisor of Elections staff may call you the morning after the election for clarification, if needed.

Once you are satisfied with your report, copy it onto the Final Ballot Report Form. The Manager or Assistant Manager and the poll worker assisting with ballot reconciliation must sign the Final Ballot Report Form. Return BOTH forms to the Teal Bag.

E. Chain of Custody Log

Retrieve the Chain of Custody Log from the Form Folder. Complete the Chain of Custody Log by filling out Sections 2, 3 and 4.

Section 2 – If there were any problems or changes to your tabulator during the election, you must record them here. Be sure to record the new serial number and tracking numbers if you receive a replacement tabulator. You will also need to transcribe this new information in Section 3.

Section 3 – Record the serial and tracking numbers for the tabulator(s) at your polling site. Record the three white seal numbers used to seal the tabulator (which will be different from opening). Record the seal numbers for the Red Voted Ballot Bags(s) used for marked ballots. Sign log with the Assistant Manager.

Section 4 – Record the date and time of departure from the polling site to the Drop Zone. Sign the log with the poll worker who accompanies you to the Drop Zone, if any.

There should be two signatures in Section 1, two signatures in Section 3 and one signature in Section 4 (unless the Assistant Manager or another poll workers accompanies you to the Drop Zone). Signatures in Section 2 would only apply if you had a substitute tabulator provided.

Place the completed Chain of Custody Log in the Completed Documents Envelope in the Purple Bag.

SECTION 2 - PROBLEMS AND CHANGES

Record here any problems with the machines. Use the reverse side if necessary.

Replacement DS300 Serial # _____	Tracking # _____	Place Memory Stick Label Here
Replacement DS300 Serial # _____	Tracking # _____	Place Memory Stick Label Here

Precinct Manager's Signature _____	Assistant Manager's Signature _____
------------------------------------	-------------------------------------

SECTION 3 - AFTER CLOSING THE POLLS

DS300 Serial # <u>DS011320210</u>	DS300 Seal #	Seal	Seal	Seal
Tracking # <u>DS077</u>	Seal #	63245	63246	63247
DS300 Serial # _____	DS300 Seal #			
Tracking # _____	Seal #			

Return Voted Ballots Only in Red Voted Ballot Bags

RVB 1 SEAL #	RVB 2 SEAL #	RVB 3 SEAL #
36869	22760	68699

I hereby certify that the numbers recorded above are affixed to the DS300 and Red Voted Ballot Bags (RVB's) after the close of the polls.

 _____ Precinct Manager's Signature	 _____ Assistant Manager's Signature
---	--

SECTION 4 - TRANSPORT TO THE DROP ZONE

The following persons are responsible for transporting the BALLOTS and RED VOTED BALLOT BAGS to the DROP ZONE for this precinct

 _____ Precinct Managers Signature	 _____ Board Member
--	---------------------------

Date and time of departure from polling site 5/16/23 at 8:43 p.m.

F. Technology

Ensure Inspector Techs turn off and pack up the MiFi hotspot, electronic poll book(s), ballot-marking device(s). See *Precinct Manual for Poll Officials, Voting Systems Operation (Ch. 7)*.

MiFi Hotspot

Provide the Inspector Techs with the Black Pouch.

Ballot-Marking Device

Provide the Inspector Techs with the round barrel key.

Electronic Poll Book

Provide Inspector Techs with EViD Activator. You will also need to pack up the EViD Edge Tablet and the ExpressVote printer at the Help Desk. See *Packing Up the EViD Edge Tablet (p. 55)*.

G. Packing the Bags

Pack all bags by referring to the supply list and Visual Aid Packing Chart in the Administrative Folder. See *Visual Aid Packing Chart* (p. 14).

Pay close attention to the DS300 Memory Stick which goes out in DS300 but returns in Black Pouch. Also, the Administrative Folder goes out in Yellow Bag but returns in Purple Bag.

Any written document that is not returned in the Yellow Bag (see packing chart) should be placed in the Completed Documents Envelope and returned in the Purple Bag.

H. Clean Up

The Manager is responsible for the condition of the polling site. All poll workers are responsible for cleaning up inside the polling room.

- Collect ID badges from all poll workers and return them to the Lanyard Packet in the Yellow Bag.
- If anything belonging to the Elections Office is found to be damaged, use the blue painters tape to mark it and write on the tape the nature of the damage (i.e. "short in cable").
- Break down all voting booths and tables. Stack voting booths on pallet top side up.
- All precinct equipment, signs and supplies must be put away prior to leaving.
- All cones, the A-frame precinct sign, the call bell, and all directional signs should be brought back into the polling room and placed next to voting booths pallet.
- All equipment delivered by moving company should be positioned back into the same location and arranged in the same manner as it was found in the morning.
- The polling place should look as clean as it did upon your arrival.



As a Manager, you are responsible for the condition of your polling site! If the polling site is not left in the way that it was found, a cleaning service will be hired. The cost of the cleaning will be deducted from your pay.

I. Preparing for Drop Zone Delivery

With another poll worker, get ready for delivery of all bags to the Officer waiting at your Drop Zone.

- Retrieve the Precinct Manager's Drop Zone Checklist found in the Yellow Bag and a seal from the Extra Seals Envelope in the Purple Bag.
- Record the seal number. Print your name where indicated. Verify and mark the checklist. Sign the bottom of the checklist where indicated. Put the checklist inside the Yellow Bag.
- Lock facility and place the premise key in the Premise Key Envelope in the Yellow Bag (if applicable).
- Seal the yellow bag.

PRECINCT MANAGER'S DROP ZONE CHECK LIST	
TRUCK SEAL # _____	DROP ZONE # _____
YELLOW BAG SEAL # _____	GREEN BAG SEAL # _____
PRECINCT: 1411	
PRECINCT MANAGER: _____	
ELECTION DATE: ____/____/____ TIME: _____	
Check each item:	
RETURN INSIDE ESSENTIAL ITEMS BAG (YELLOW BAG)	
<input type="checkbox"/> BALLOT REPORT FORM BAG W/BALLOT REPORT FORM	<input type="checkbox"/> PURPLE BAG (ADMINISTRATIVE BAG)
<input type="checkbox"/> BLACK POUCH (CONTAINS THE FOLLOWING)	<input type="checkbox"/> RED VOTED BAGS (NO. OF BAGS)
<input type="checkbox"/> EVID ACTIVATOR	<input type="checkbox"/> BLUE BAG W/ RED HANDLES/SUB PADS & PARTIALS BAG
<input type="checkbox"/> DS300 MEMORY STICK	<input type="checkbox"/> BLUE BAG (SUPPLY BAG)
<input type="checkbox"/> HOT SPOT (MI-FI)	
<input type="checkbox"/> COMPLETED MULTIPURPOSE ENVELOPE	
<input type="checkbox"/> DS300 TAPE ENVELOPE	
<input type="checkbox"/> EVID TICKET ACCORDION FOLDER	
<input type="checkbox"/> EXTENDED HOURS PROVISIONAL BALLOT BAG (GREEN)	
<input type="checkbox"/> INJURY INCIDENT OR ILLNESS REPORT FORM ENVELOPE	
<input type="checkbox"/> LANYARDS	
<input type="checkbox"/> LIST OF PROVISIONAL VOTERS	
<input type="checkbox"/> PAYROLL ENVELOPE	
<input type="checkbox"/> PRECINCT MANAGER DROP ZONE CHECK LIST	
<input type="checkbox"/> PRECINCT REGISTER BAG (WHITE)	
<input type="checkbox"/> PREMISE KEY (IF APPLICABLE)	
<input type="checkbox"/> PROVISIONAL BALLOT BAG (ORANGE)	
<input type="checkbox"/> SPOILED BALLOT ENVELOPE	
<input type="checkbox"/> UNSCANNED BALLOT BAG (GRAY)	
Precinct Manger's Signature _____	
Police Officer's Printed Name and Signature _____	

J. Dismissal

Thank your election team and dismiss them. Say, **“On behalf of the Supervisor of Elections I want to thank you for your service today. You are now dismissed!”** Poll workers should not leave the polling place until dismissed by the Manager. Leaving prior to dismissal will result in employee termination.

K. At the Drop Zone

Your final responsibility is to deliver all bags to the designated Drop Zone **immediately** after dismissal.

- Pull up to the Drop Zone. Exit your vehicle and assist the officer in retrieving all bags from your vehicle.
- The officer will complete the Officer’s Drop Zone Checklist.
- The officer will ask you, or the poll worker responsible for drop zone delivery, to print your name where indicated on the top of the checklist and sign at the bottom.
- Once the officer signs the Officer Drop Zone Checklist, the officer will provide you with a yellow carbon copy for your records.

DROP ZONE CHECK LIST	
TRUCK SEAL # _____	DROP ZONE# _____
YELLOW BAG SEAL # _____	Green Bag Seal # _____ (Ext Hrs Only)
PRECINCT: _____	
ELECTION DATE: ____/____/____	TIME: ____
PRECINCT MANAGER: _____	
Check each item:	
RETURN INSIDE ESSENTIAL ITEMS BAG (YELLOW BAG)	
<input type="checkbox"/>	BALLOT REPORT FORM BAG W/BALLOT REPORT FORM
<input type="checkbox"/>	BLACK POUCH (CONTAINS THE FOLLOWING)
<input type="checkbox"/>	EVID ACTIVATOR
<input type="checkbox"/>	DS300 MEMORY STICK
<input type="checkbox"/>	HOT SPOT (M-FI)
<input type="checkbox"/>	COMPLETED MULTIPURPOSE ENVELOPE
<input type="checkbox"/>	DS300 TAPE ENVELOPE
<input type="checkbox"/>	EVID TICKET ACCORDION FOLDER
<input type="checkbox"/>	EXTENDED HOURS PROVISIONAL BALLOT BAG (GREEN)
<input type="checkbox"/>	INJURY INCIDENT OR ILLNESS REPORT FORM ENVELOPE
<input type="checkbox"/>	LANYARDS
<input type="checkbox"/>	LIST OF PROVISIONAL VOTERS
<input type="checkbox"/>	PAYROLL ENVELOPE
<input type="checkbox"/>	PRECINCT MANAGER'S DROP ZONE CHECK LIST
<input type="checkbox"/>	PRECINCT REGISTER BAG (WHITE)
<input type="checkbox"/>	PREMISE KEY
<input type="checkbox"/>	PROVISIONAL BALLOT BAG (ORANGE)
<input type="checkbox"/>	SPOILED BALLOT ENVELOPE
<input type="checkbox"/>	UNSCANNED BALLOT BAG (GRAY)
<input type="checkbox"/>	PURPLE BAG (ADMINISTRATIVE BAG)
<input type="checkbox"/>	RED VOTED BAGS (NO. OF BAGS)
<input type="checkbox"/>	BLUE BAG WIRED HANDLES (STUB PADS & PARTIALS BAG)
<input type="checkbox"/>	BLUE BAG (SUPPLY BAG)
_____ Precinct Manager's Signature	_____ Police Officer's Printed Name and Signature



A Manager’s failure to clean up the polling site, complete the Ballot Report Form, deliver bags to the Drop Zone or fulfill any other responsibility may result in termination.

Chapter 9 – Contingency

(Section 102.014(5)(k), 102.031, 102.101, 101.733 Fla. Stat.)

A. Power Outage in the Polling Room

If there is a power outage at the polling place, notify the Supervisor of Elections Precinct Hotline immediately. Provide voters with flashlights if needed. Determine if an evacuation is needed.

If an evacuation is not needed, you may continue to process voters for up to two hours using the battery backup on the EViD Edge, the ExpressVote, and the DS300.

If the polling site must be evacuated, say, **“The polling room must be temporarily evacuated due to the power outage. When the power comes back on, we will resume voting. You may wait outside.”** If it is safe to remain in the polling room during the power outage, use the paper register to check in voters once the battery backup has been depleted.

B. Using the Paper Register

If there is a power outage, you will not be able to use the EViD to check in voters. Call the Manager Hotline to request permission to use the paper register. Open the sealed White Bag and instruct the Inspector Techs to set up a combined Check-in Station/Ballot Station. For instructions, see *Precinct Manual for Poll Officials, Paper Register Procedures (Ch. 9)*.

Remain at the Help Desk to assist voters as needed. After the polls close, it is critical that the paper register is returned to the White Bag and then placed in the Yellow Bag.

Voter Not Found

If a voter cannot be found on the paper register you must call the Manager Hotline and provide them with the voter’s name, date of birth and current address to determine if the voter is a registered voter, if they are at the correct precinct, or of any other special situations apply to them.

Name/Address Change

Instruct the voter to complete Section 1 of the Multipurpose Form (voter registration application) to update their information. Once complete, call the Manager Hotline to make the updates to the voter’s registration. If the voter is at the correct precinct, issue the ballot.

Wrong Precinct

If the voter is at the wrong precinct, retrieve a notepad from the Blue Pouch. Write down the information provided to you including the correct precinct number and address for the polling location. Give this information to the voter and say: **“You are not in your assigned polling place. This ticket shows the name and address of your correct polling location.”** If the voter has any further questions, advise them to call (904)255-VOTE or visit duvalelections.gov to learn more.

No ID Provided

If a voter does not present a valid photo and signature ID, then the voter must vote a provisional ballot. The provisional ballots will not be entered on the EViD, but all other procedures remain the same. See *Provisional Ballots* (p. 38).

Absentee Requested

If “Absentee Requested” is indicated on the register and the voter is returning the vote-by-mail ballot, the Inspector Tech should have marked the returned vote-by-mail ballot “Canceled” on the certificate side of the ballot envelope and then checked in the voter. Place the surrendered vote-by-mail ballot in the Surrendered VBM Ballot Envelope.

If the voter does not have the vote-by-mail ballot with them to return, then the voter must vote a provisional ballot. The provisional ballots will not be entered on the EViD, but all other procedures remain the same. See *Provisional Ballots* (p. 25).

Voter Has Already Voted

If “Voted Absentee”, “Voted Early”, “Voted Provisional”, “Pending: Must Vote Provisional”, “Challenged: Must Vote Provisional”, or “Potentially Ineligible” is printed in the signature column, then the voter may only vote a provisional ballot. The provisional ballots will not be entered on the EViD, but all other procedures remain the same. See *Provisional Ballots* (p. 25).

Voter Signature Doesn’t Match

If the voter’s signature does not match the ID provided by the voter, instruct the voter to complete Section 4 of the Multipurpose Form (Signature Affidavit) and issue the ballot. If the voter refuses to sign the signature affidavit, then the voter may only vote a provisional ballot. The provisional ballots will not be entered on the EViD, but all other procedures remain the same. See *Provisional Ballots* (p. 25).

Voter Requests Assistance

The ExpressVote has as much as two hours of battery backup available in case of a power outage. If there is no battery remaining, see alternative procedures in *Voter Needs Assistance* (p. 27).

No Battery Left in DS300

If there is no battery power remaining in the DS300, you may unlock and allow voters to cast their ballots into the Emergency Compartment. See *Emergency Compartment* (p. 59). Contact the Manager Hotline immediately to get a replacement tabulator.



A provisional ballot may be offered if a voter does not want to wait for call center verification in special voting situations (address change, name change, etc.). It is possible that in a county-wide blackout all voting would need to be by provisional ballot.

C. Extended Polling Hours

(Sections 101.049, 101.048, 101.733 Fla. Stat.)

In the rare event of a court or other order extending the statutory polling hours, every voter that votes after regular hours must vote a Provisional Ballot per Florida Statute. For procedures see, *Precinct Manual for Poll Officials, Extended Polling Hours* (Ch. 9). Don’t begin Extended Polling Hours procedures unless explicitly directed to by the Supervisor of Elections. The Green Bag contains all the necessary supplies to begin Extended Polling Hours.

The Deputy shall stand behind the last person who is in the line waiting to vote at the closing hour. Any person voting after the last person who was in line during the scheduled closing hour of 7:00 p.m. on Election Day must

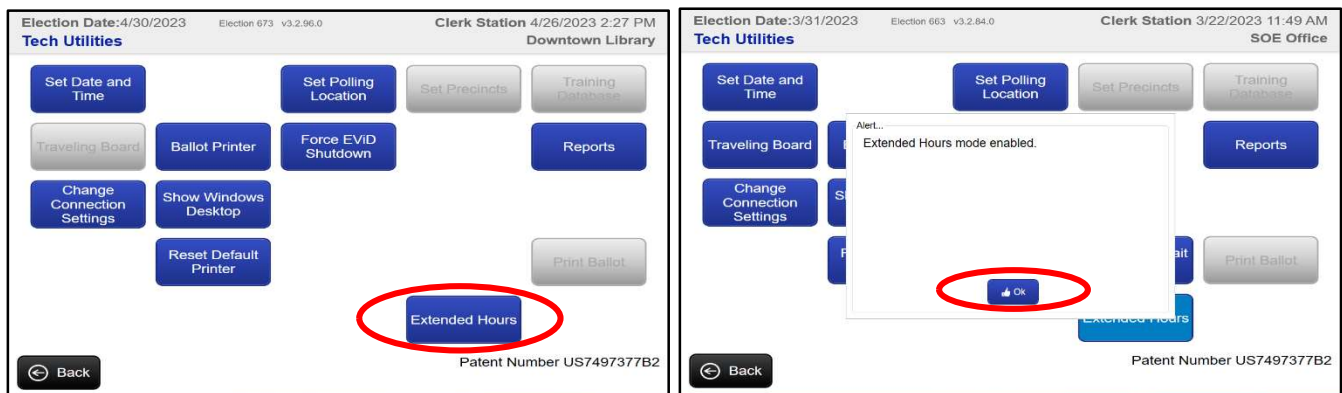
vote a provisional ballot. These provisional ballots must be kept separate from all other provisional ballots cast during the regular voting hours.

Distributing Supplies for Extended Polling Hours

Move most of the Provisional Ballot Envelopes from the Help Desk to the Check-In Station. Move most of the Pink Secrecy Sleeves from the Help Desk to the Ballot Station. Remove the White Secrecy Sleeves from the Ballot Station and return them to the Blue Bag. Provide clipboards and pens to the Inspector Techs. Retrieve a Green Bag and position it near the tabulator and assign an Inspector Tech to stand beside the bag at all times. Voters will cast their Provisional Ballot into this bag. This bag should never be unattended!

Converting all EVIDs to the Extended Hours Setting

You will need to change the settings on all EVID units to Extended Hours. You do not need to close or restart the EVIDs before changing this setting. On the EVID Home screen, select "More". Then select "Tech Utilities" and enter the password provided by the SOE office. Select "Extended Hours". When notified that Extended Hours mode is enabled, select "OK". Select "Back" to return to the Home screen.



You should now see "Extended Hours" at the bottom of the screen.



Repeat this process on all EVID units at your polling location. You can now begin checking in voters during Extended Polling Hours.

Ballot Reconciliation

Follow procedures for *Ballot Reconciliation* (p. 66). Make sure to hand count the Extended Hours Provisional Ballots in the Green Bag and put on Line (F) on the Ballot Report Form.

Packing the Bags

The leftover Extended Polling Hours supplies will be returned in the Purple Bag .

Preparing for Drop Zone Delivery

The Green Bag containing the voted Extended Hours Provisional Ballots is to be treated the same as the Red Bag(s) in preparing for Drop Zone delivery. Retrieve a white seal from the Extra Seals Envelope. Seal the Green Bag containing the Voted Provisional Ballot Envelopes. On the Drop Zone Checklist, add the seal number for the Green Bag.

See *Preparing for Drop Zone Delivery* (p. 69).



All Extended Hours Provisional Ballots must be kept separate from other provisional ballots cast during regular voting hours. Do not put regular voted ballots and Extended Hours Provisional Ballots in the same bag under any circumstances.

As an election official you perform an invaluable civic duty by ensuring that all voters have a positive voting experience. Thank you for your professionalism, dedication, time, and service!
Jerry Holland, Duval County Supervisor of Elections

Glossary

A-Frame Sign – A large, white, plastic sign used to alert voters to the roadway entrance to a voting precinct.

Americans with Disabilities Act (ADA) – A federal law that sets standards for ensuring that Americans with disabilities have equal access to public services and facilities.

Assisted Voter – A voter who requests assistance in marking their ballot due to a disability or illiteracy. Assisted voters may have a person of their own choice assist them or have two poll workers assist them.

Audio-Tactile Interface - An assistive device or hand-held keypad that enables voters with visual, cognitive, or mobility impairments to mark a ballot.

Emergency Compartment – A locked compartment at the front of the tabulator where voters insert ballots that cannot be scanned.

Ballot – The official paper, with ovals filled-in by the voter, that contains all the contests to be voted on in a specific precinct. See also *“Ballot Card.”*

Ballot Bin– The locked compartment at the bottom of the tabulator that contains the ballots after they have been scanned.

Ballot Card – The official voter-verifiable paper output of a ballot-marking device used by the voter, that contains all the contests to be voted on in a specific precinct.

Ballot-Marking Device - The touch-screen technology that produces a paper record for vote tabulation. Provides all voters with a simple and inclusive method of marking their ballot that conforms to ADA guidelines.

Ballot Style – The type of ballot issued to a voter that is predetermined by the Supervisor of Elections according to the voter’s registration record (voting precinct and party affiliation).

Ballot Report Form - The form used to account for the number of ballots received, unscanned, spoiled, provisional, voted (cast), used, and unused at each precinct. This form is completed by the Precinct Manager and/or the Assistant Manager.

Challenged Voter – A voter whose eligibility to vote has been questioned. Challenged voters may vote a Provisional Ballot.

Deputy – An Election Worker, deputized by the Sheriff, stationed outside of the polling room who maintains order, monitors voter line length, monitors the No Solicitation Zone, and who announces the opening and the closing of the polls.

Drop Zone - The site where designated election officials will drop off red voted ballot bags and precinct supplies after the polls close.

DS300 – See *“Tabulator.”*

Early Voting – As dictated by Florida election laws, a period of 8-15 days when voters can vote in-person at any Early Voting site in the county where they are registered to vote.

Election Board – All poll workers assigned by the Supervisor of Elections and serving as staff in a precinct on Election Day.

Elections Center- The location where training classes are held, election equipment is stored, and precinct supplies are delivered and picked up prior to Election Day.

Election Board – All Election Workers, including the Deputy, that work at a given precinct during an election.

Electronic Poll Book – Device that partially automates the process of checking in voters, assigning them the correct ballot style, and marking voters who have been issued a ballot. May be used in place of a traditional paper poll book or precinct register.

Electronic Voter Identification (EViD) – See *“Electronic Poll Book.”*

EViD Activator – The USB drive that allows an EViD unit to access the Florida Voter Registration database and check-in voters.

ExpressVote – See *“Ballot-Marking Device.”*

Florida Statutes - Enacted by the Florida Legislature, all the laws of the State of Florida, including those that establish the electoral process in Florida.

General Election – An election held on the first Tuesday after the first Monday in November in the even-numbered years for both, the purpose of filling federal, state, and county offices and for the purpose of voting on constitutional amendments not otherwise provided by law.

Inspector Tech – A Election Worker trained to check in voters using the electronic poll book, issue ballots at the ballot station and operate the tabulator.

Manager (Assistant Manager) – The person who oversees a Polling Place. Referred to as a Clerk in the Florida Statutes.

MiFi Hotspot– A mobile Wi-Fi hotspot used to establish a wireless connection between the electronic poll books at a precinct and the Supervisor of Elections data center allowing a voter’s status to be checked in real time.

Multipurpose Form – Form that combines the Florida Voter Registration Application, Declaration to Secure Assistance, Declaration to Provide Assistance and Signature Affidavit into one convenient form.

No Solicitation Zone – As dictated by Florida election law, the area within a 150’ radius from the entrance of the polling place, and within the polling room, where the solicitation of voters is illegal.

Oath of Person Entering a Challenge - Form provided to voters or poll watchers who challenge another voter’s right to vote. This form must be completed by the challenger, and the challenged voter must vote a provisional ballot.

Overvote – When a voter marks the ballot for more candidates in a contest than the number of vacancies to be filled.

Poll Watcher – Person designated by a political party, candidate, or political committee to observe the voter check-in process and the conduct of the election. All poll watchers must sign up by the deadline and must meet the requirements as provided by the Florida Statutes.

Poll Worker – Trained individual who processes voters, provides instructions on the proper use of voting equipment, and solves potential problems that voters encounter at Election Day polling sites.

Polling Place – The location and building where voting occurs in each precinct.

Polling Room – The room where voter check-in and the casting of ballots take place.

Precinct – The geographical area that designates where voters go to vote and which ballot they receive.

Precinct Register – The paper list of the names and addresses of every citizen who is registered to vote in a specific precinct.

Primary Election - The nomination of candidates of political parties as provided by Section 100.061, Florida Statutes. Held the Tuesday ten weeks prior to the general election.

Provisional Ballot – A ballot cast by an individual whose eligibility to vote cannot be determined. The validity of the provisional ballot is determined by the canvassing board provided by Section 101.048, Florida Statutes.

Results Tape – The tape that is printed on the tabulator after the polls are closed that summarizes the election results for a precinct.

Rovers – Field service technicians directed by SOE staff to polling locations to assist with technical issues.

Sample Ballot – Paper or digital examples of each precinct’s ballots that are mailed, emailed, or distributed at SOE offices that a voter can use to make informed selections prior to voting their actual ballot on Election Day.

Secrecy Sleeve – Issued by the Inspector Tech at the Ballot Station to provide privacy for the ballot.

Service Animal – A specially-trained animal performing work or tasks to assist persons with a disability. Emotional support animals are not the same as service animals according to Florida statute.

Sign Kiosk – A tri-fold information board located near the Help Desk that includes information, notices and voter instructions in English and Spanish.

Solicitors - Candidate and/or campaign supporters; petitioners; and news media. Allowed only outside the 150-foot radius of the No Solicitation Zone.

Spoiled Ballot – A ballot that has been marked in error, torn, or damaged during the election. Placed in the spoiled ballot envelope and accounted for at the end of the night on the Ballot Report Form.

Tabulator - Voting machine used in Duval County to tally votes, transmit results, and print election reports on Election Day.

Universal Primary Contest – If all candidates for an office have the same party affiliation and the winner will have no opposition in the General Election, all qualified voters, regardless of party affiliation, may vote in the Primary Election for that office.

Unscanned Ballot – A ballot that was not scanned by the tabulator at the end of the election and will be reviewed by the canvassing board.

Undervote – When a voter does not make any selections or makes fewer selections than allowed in a contest on the ballot.

Visual Aid Packing Chart – Color-coded chart identifying the location of all precinct supplies and how to pack the backs during closing procedures.

Vote-by-Mail (formerly known as absentee ballot) - A ballot that is mailed or picked up in advance of an election. Provides the voter the option to vote without having to visit an early voting site or polling place on Election Day. Requested by any registered and qualified voter.

Voter Accessibility Kit – Contains signature guides, sanitary ear and head covers, and other accessibility resources.

Voter Information Card (formerly known as Voter Registration Card) - A card mailed to each registered Florida voter listing voter's name, date of birth, precinct number, party affiliation, voter registration number, date of issue, districts representing the voter, and polling location. The card is issued for informational purposes only.

Voting Booth – A piece of equipment set-up for voters to mark their ballot in private.

Voter Registration Form – A Voter Registration Application, also known as FVRA form (Florida Voter Registration Application). This is used when a voter wishes to register to vote or to make a change to their voter registration. It is found in Section 1 of the Multipurpose Form.

Voting Pass – A ticket given to a voter at check in that authorizes them to receive a ballot.

Write-in Candidate – A candidate who is qualified to run for election by way of the voter writing the name of the candidate on the ballot.

Zero Tape – Election tape that is printed by the tabulator and verified by the Precinct Manager and the Assistant Manager or Inspector Tech before voting begins to certify that all races have a zero total.

**DUVAL COUNTY
SUPERVISOR OF ELECTIONS**
JERRY HOLLAND







PRECINCT MANUAL

for Poll Officials

2024

We convey **the voice of the people** by providing fair, accurate and accessible elections with **transparency** and **integrity**.

-  904-255-VOTE
-  duvalelections.gov
-  105 E. Monroe St., Jacksonville, FL 32202
-  1 Imeson Park Blvd., Jacksonville, FL 32218

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How To Use This Manual

Document Conventions

This manual cross-references Florida Statutes regarding election law and procedures. To learn more, visit <https://dos.myflorida.com/elections>.

Informational Symbols/Icons

The following icons are used to emphasize information:



Alert – indicates alert; warning; special attention needed



Information – indicates highlighted or additional information



Deadline – indicates a time sensitive issue or a deadline

Assistance

If you have any questions about the material covered in this manual or need further assistance, please contact:

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Chapter 1 – Introduction

A. Overview

This manual is for use by the Precinct Election Board at the polls on Election Day. All forms and signage referenced herein should be in the supplemental election materials provided as part of training and in the Election Day precinct supply bags.

B. Election Calendar

Election Info	Presidential Preference Primary	Primary Election	General Election
Election Date	March 19 th	August 20 th	November 5 th
Registration Deadline (book closing)	February 20 th	July 22 nd	October 7 th
Early Voting begins	March 8 th	August 5 th	October 21 st
Early Voting ends	March 16 th	August 18 th	November 3 rd
Last day for SOE office to accept requests for vote-by-mail ballots to be mailed	March 7 th 5:00 p.m.	August 8 th 5:00 p.m.	October 24 th 5:00 p.m.
Last day SOE office will mail vote-by-mail ballots	March 9 th	August 10 th	October 26 th



Make plans to vote! Unless a poll worker works at their home precinct, they will need to vote during Early Voting or vote by mail. You can request vote-by-mail ballots in advance of an election. Contact the Supervisor of Elections office for deadlines. Vote-by-mail ballots are not accepted on Election Day at any precinct. They are *only* accepted at the Supervisor of Elections Office at 105 East Monroe St. until 7:00 p.m. on Election Day.



Scan to request VBM

C. Types of Elections

Primary Election

(Sections 97.055, 101.021, Fla. Stat.; Section 5, Article VI, Fla. Const.)

Florida is a closed primary state. Only voters who are registered members of political parties may vote in contests for their party’s candidates or nominees for an office in a primary election. Voters without such party affiliation are not eligible to vote for party candidates in a primary election except in a universal primary contest. A voter may submit a party change at the polls in a primary election, but it will not take effect until the next election.



Universal Primary Contest. Article VI, Section 5(b), Florida Constitution, provides that if all candidates have the same party affiliation and the winner will have no opposition in the general election, then all qualified voters, regardless of party affiliation, may vote in the primary election for that office.

Appendix B

Nonpartisan judicial and school board offices, nonpartisan special districts, and local amendment and referendum questions are included in some primary elections. All registered voters living in applicable districts are entitled to vote in these races regardless of party affiliation.

It is very important that the voter be given the ballot that corresponds to their residential address and during a primary election, the ballot that corresponds to their party affiliation.

Presidential Preference Primary Election

The Presidential Preference Primary Election (PPP) is part of the nominating process in Florida for the United States presidential elections. In the PPP, voters registered with one of Florida's major political parties express their preference for the presidential candidate they would like to see representing their party on the General Election ballot in November. After the PPP, designated political party delegates from Florida formally nominate the preferred presidential candidate at the respective party's national convention. These national conventions are typically held in July or August. Based on the party rules governing delegate voting procedures, the party decides at the convention which presidential candidate will represent the party on the General Election ballot.

General Election

A General Election is held on the first Tuesday after the first Monday in November of every even-numbered year. In the General Election, all registered voters, regardless of party affiliation or no party affiliation, may exercise their right to vote for federal and state races, judicial retention and statewide proposed constitutional amendments and revisions on the General Election ballot. The ballot may include party candidates who advanced from the Primary Election, no party affiliation candidates, and spaces to write-in the name of write-in candidates. In addition, voters may vote in county and local races and local public measures.

Special Election

In the following circumstances, a special election will be called:

- If no person has been elected at a general election to fill an office which was required to be filled by election at such general election.
- If a vacancy occurs in the office of state senator or member of the state house of representatives.
- If it is necessary to elect presidential electors, by reason of the offices of President and Vice President both having become vacant.
- If a vacancy occurs in the office of member from Florida of the House of Representatives of Congress.

Information on currently scheduled special elections can be found on the Division of Elections' Special Elections webpage at <https://dos.myflorida.com/elections/for-voters/special-elections/>.

Consolidated Government Unitary Election

The offices of Jacksonville's consolidated government are filled by unitary elections. Under the unitary election system, the first election is held with a single ballot for all voters within each electoral district, regardless of political party affiliation. Candidates appear on the ballot with party labels and campaign as party candidates. Any candidate winning a majority of votes in the first election is elected; if no candidate for a position wins a majority, then the general election serves as a runoff between the top two winners regardless of party affiliation.

Appendix B

D. Code of Conduct

As a poll worker, you are a representative of the Duval County Supervisor of Elections office. Please review the expectations for your role as an election official:

- I understand that acting as a poll worker is a position of public trust. I am committed to furthering the office's mission to provide fair, accurate and accessible elections with transparency and integrity for the citizens of Duval County.
- I will be a prepared poll worker by reviewing training materials and bringing my Precinct Manual to the polling place on Election Day.
- I will strive to earn and uphold community confidence by providing excellent customer service and treating all persons with whom I interact (voters, members of the public, poll workers, poll watchers, Supervisor of Elections staff, etc.) kindly, respectfully, patiently, and impartially.
- I acknowledge that I will see private voter information (Florida Driver License number, SSN, protected address, etc.) and I will access only that information required for my work. I will not share confidential election information with anyone unauthorized (for example - knowledge of votes cast).
- I acknowledge I may be exposed to sensitive information about elections equipment and technology that is not in the public domain (serial numbers, IP addresses, etc.) and I will access only those components required for my work and will not share sensitive information outside of my work. If I have any questions about what is and is not sensitive information, I will inquire with my supervisor or staff at the Supervisor of Elections office.
- I will promptly communicate to my supervisor or staff at the Supervisor of Elections office any issues regarding voters, other poll workers, poll watchers, members of the public, or anyone else during the elections process. This includes questions or concerns about my training, voting processes and procedures, Florida law, or other matters within the course and scope of my employment.
- I will remain nonpartisan at all times while working and will not make political comments or jokes, bring reading material of a political nature, or wear attire with political slogans or symbols. I understand that I am free to participate in political activities and expression while not serving as a poll worker but will not use, or appear to use, my position as a poll worker in connection with such activities.
- I will refrain from engaging with the media or conducting interviews in connection with the work I do for the Supervisor of Elections office unless expressly requested by the Supervisor of Elections office, and then only if I am agreeable to doing so.
- I will protect the election process by not sharing any pictures or posts on social media that could reveal sensitive information about election equipment, technology, or procedures, or could compromise the privacy or security of voters, candidates, or election workers. This includes any political activity or advocacy on social media that could create a perception of bias or conflict of interest (for example - tagging partisan organizations in a post regarding your election work).
- I understand that I must arrive to my assigned polling place no later than 6:00 a.m. on Election Day and I must stay until dismissed by the Manager after the closing of the polls. If I fail to follow this Code of Conduct or the direction of my Manager, or if I violate any duties imposed on me by the Florida Election Code, I may be dismissed from my employment with the Supervisor of Elections office.
- I do solemnly swear (or affirm) that I will support the Constitution of the United States and the constitution of this state, and that I will faithfully discharge the poll worker duties entrusted to me by the Duval County Supervisor of Elections office to the best of my ability.

Appendix B

Interacting with Voters

Follow these tips to provide excellent service when interacting with voters:

1. **Start with a smile.** A smile is the best way to greet a voter and show them that you are happy to help.
2. **Be civil and respectful.** Treat every voter with courtesy and professionalism and show them that you value their time and opinion.
3. **Treat voters with empathy and understanding.** Listen to the voter's needs and concerns and try to see things from their perspective.
4. **Make information accessible.** Give the voter clear and correct information. Avoid mistakes and delays as much as possible. If you don't know the answer to a question, don't guess or make up an answer.
5. **Be reliable.** Follow through on your promises and deliver the voter's requests in a timely manner.
6. **Explain the process.** Make sure the voter understands the process and answer any questions they may have. Use simple and plain language and avoid jargon or technical terms.
7. **Anticipate the voter's needs.** Try to predict what the voter may need or want and offer solutions before they ask. This shows that you care about their satisfaction.
8. **Own up to mistakes with humility.** Nobody is perfect, and sometimes things go wrong. When that happens, apologize sincerely, take responsibility, and fix the problem as quickly as you can.

Upset Voter

Voters may become upset, irate or frustrated for a number of reasons, particularly if they are told that they cannot do something they want to do, they must go to another location to vote, or their registration or eligibility is in question. Keep the following things in mind as you address the situation:

- Remain calm and professional and keep your voice level down. If you get upset or shout, the voter is likely to get increasingly upset.
- Watch your body language. Do not cross arms or turn away from the voter.
- Listen to what the voter is saying and do not interrupt them. If necessary, ask the voter to step into an area where you may speak privately.
- Offer the voter assistance by saying, **"I want to help you."** Try to find a solution to the problem.
- Ask the Manager or Deputy to assist if the voter becomes very angry or threatening.

Poll Worker Etiquette

You are part of a team that ensures every voter has a positive and smooth experience at the polling place.

- Remain neutral and impartial at all times as a nonpartisan election official.
- Do not talk about candidates or political issues.
- Respect the voter's privacy and secrecy of their vote.
- Talk quietly and politely with voters or staff.
- Give the voter your full attention.
- Put away any reading materials or personal devices while voters are in the polling place.
- Excuse yourself to use your phone and do so out of view of voters and with permission from the Manager.
- Keep food and drinks in the designated break area and do not cook, fry or bake at polling place.
- Do not leave the polling place during the day or have visitors inside or outside the polling place.
- Always clean up after yourself and leave the polling place how you found it.
- Do not smoke or vape in the polling place.
- Do not treat the polling place as a dating site.

Appendix B

Dress Code

Poll workers are representatives of the Duval County Supervisor of Elections Office, so it is imperative that your attire reflects your professionalism. The following clothing and accessories are not considered appropriate:

- Political buttons, shirts, hats or other items
- Baggy hanging pants
- Bare-midriff tops
- Casual flip flops
- Clothing that is ripped, torn, or has holes
- Dirty or stained clothing
- Low-cut necklines
- Oversized shirts
- See-through or tight-fitting clothing
- Shirts with elongated armholes
- Shorts
- Tank tops
- Pajamas or slippers
- Visible undergarments
- Visible images or words generally considered controversial, vulgar or obscene

Be sure you follow acceptable hygiene guidelines. Also, no strong perfume as voters may be allergic.



As a poll worker, you have agreed to honor our dress code policy. If you do not adhere to the dress code listed above, you may be dismissed by the Manager without pay. Once dismissed by the Manager, you may not return to the precinct to work.

What to Bring

(Section 790.06 (12)(a) Fla. Stat.)

In addition to this Precinct Manual, you should bring with you any necessary items for the day. Examples of what is okay and not okay to bring to the polls include, but are not limited to:

OK TO BRING		NOT OKAY TO BRING		
Medication	Food and Drink	Radio	Alcohol or Drugs	
Personal Phone	Nonpolitical Book	Weapons	Campaign Materials	Pets*

* For information regarding service animals, see *Service Animals* (p.33).



A license to carry a concealed weapon or firearm does not authorize any person to openly carry a handgun or carry a concealed weapon or firearm into any polling place. *790.06 (12)(a) Fla. Stat.*

Breaks

There are no scheduled lunch hours or breaks. The Manager will arrange breaks for workers. Let the Manager know if you have special needs. Poll workers who are on breaks should return to their duties if the voter lines grow long or voter service is required. A poll worker should never leave their post until the Manager/Assistant Manager has assigned someone to cover their position.

Chapter 2 – Before Polls Open

(Sections 101.20, 101.5610, 101.5611, 102.012, 102.031, Fla. Stat.)

A. Election Board Responsibilities

The Precinct Election Board consists of Managers, Assistant Managers, Inspector Techs and Deputies. Managers and Inspector Techs focus on election issues inside the polling room. The Deputy organizes the process outside the polling room on Election Day.

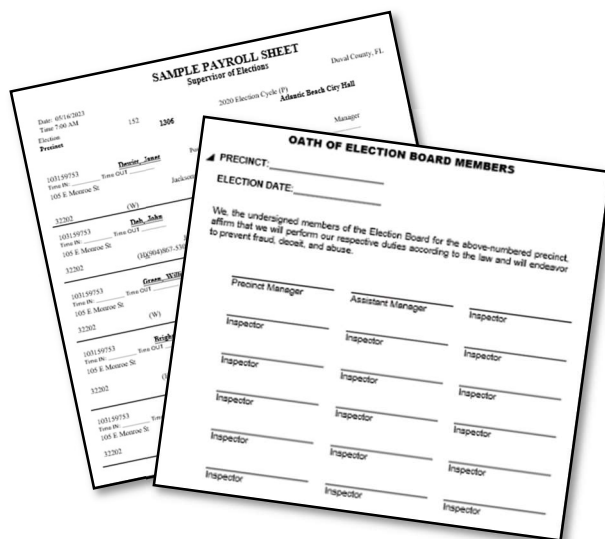


On Election Day, the Precinct Election Board must arrive at its assigned polling place no later than 6:00 a.m. to set up the room. **Polls must be ready to open and must open by 7:00 a.m.**

Manager	Manages the Precinct Election Board and is responsible for assigning jobs and ensuring that all poll workers carry out their duties. Stationed at the Help Desk to process provisional ballots, resolve voter challenges, and address other voting situations. Picks up and delivers secure election supplies.
Assistant Manager	Assists the Manager with setting up and closing the precinct. Helps to manage the staff, resolve voter problems at the Help Desk, and process provisional ballots. Works where needed throughout the day.
Inspector Tech	Checks in voters using the electronic poll book, issues ballots at the ballot station and operates the tabulator. Sets up the ballot-marking device as well as assembles voting booths and assists with other precinct setup and breakdown tasks as needed.
Deputy	Maintains order outside the precinct and ensures that demonstrators, solicitors, media, candidates, and others remain outside the no solicitation zone while polls are open. Assists poll workers in setting up and packing up the precinct equipment as needed. Places signage outside the precinct including the A-frame precinct sign and marks the no solicitation zone boundaries with orange cones. Sets up accessibility features at the polling site, if applicable. Monitors activity outside the no solicitation zone and alerts Manager to any concerns.

Payroll

All poll workers sign the payroll register when directed by Manager. Verify your address on the payroll sheet before signing. The address we have on file is the mailing address used to issue your paycheck.



Oath of Election

Manager administers the Oath of Election to the Inspector Techs and Assistant Manager. Assistant Manager administers the Oath to the Manager. All poll workers sign the Oath Form except the Deputy who has already taken the Oath during training.

Appendix B

ID Badges

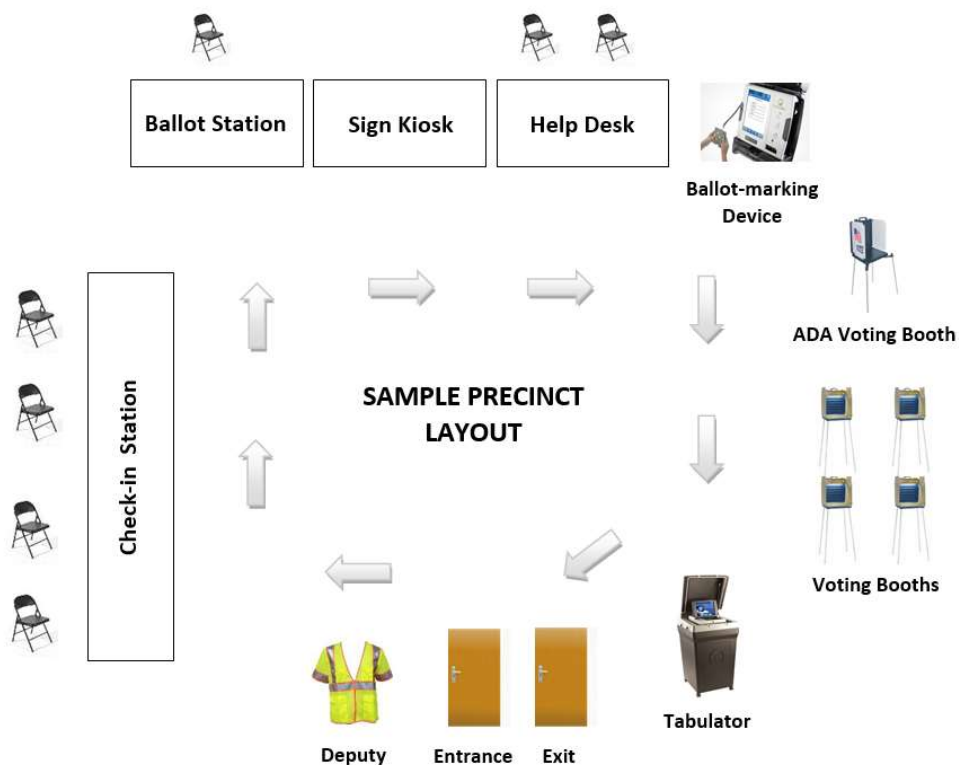
Manager will distribute name badges and verify the I.D. of each poll worker. They are to be worn for the entire Election Day. Special badges may be assigned to bilingual poll workers providing language assistance.

Safety Briefing

Manager will conduct the emergency safety procedures briefing. Pay close attention as you will be responsible for directing voters to safety in an emergency.

B. Set-Up Inside the Polling Room

Inspector Techs are responsible for setting up inside the polling room under the supervision of the Manager and Assistant Manager.



Room Layout

Not all polling rooms need to, or can, be arranged the same as it may depend on the size, location, and shape of the polling room. Voting booths may also be placed in the center in rows, **provided privacy is secured**. Ensure that the tabulator is distanced as far away from voting booths as reasonably possible. Set up the accessible voting equipment for persons with disabilities, even if you do not expect anyone to use this equipment. Ensure that paths of travel, doorways, hallways, entrances, and voting areas are clear and accessible.

Note: The Manager may invite you to Pre-Election Setup on Monday before the election. Pre-Election Setup is the best time for poll workers to familiarize themselves with their assigned working location, where to park, which entrance to use, and what facilities will be available during breaks. It is also a great time for poll workers to get to know each other and everyone’s work assignments for Election Day. While participating in Pre-Election Setup is not required of poll workers, many will participate as it makes Election Day morning easier for everyone.

Appendix B

Assembling Voting Booths

Work together in pairs to assemble the voting booths as follows:

1. Cut straps holding silver voting booths to pallet.
2. Place booths on a table with handle facing forward, top of case facing up. The top of the case has no holes. The bottom of the case has four leg sockets.
3. Open the lid all the way but do not allow it to fall backward. One worker should hold the lid while another worker raises and secure one side panel temporarily to remove legs. Then release and return lower side panel. Close the lids, re-latch, and lay the unit flat on the table with the holes facing up.
4. Assemble each leg and place the legs into the socket holes by pushing all the way in and twisting tightly at a slight angle with both hands. Pick up the unit and stand it on the floor.
5. Unlatch case, open lid, and secure side panels.
6. Unwind the electrical cord from inside the lid and let it fall from the left side of the case through the space at the rear of the left side panel. Up to ten units may be connected using the plug-in socket. The position of the socket varies. It may be found in the top right-hand corner of the lid, in front of the light assembly, or under the assembly next to the socket. Only one booth must be connected to a wall socket.
7. Be sure that the power cord does not create a hazard.
8. Arrange the booths for smooth traffic flow. Place them one foot apart for voter privacy but do not create enough space for someone to walk between them.
9. Ensure that the ballot marker or pen is attached and writes.
10. Check and tighten the booth legs prior to opening the polls.

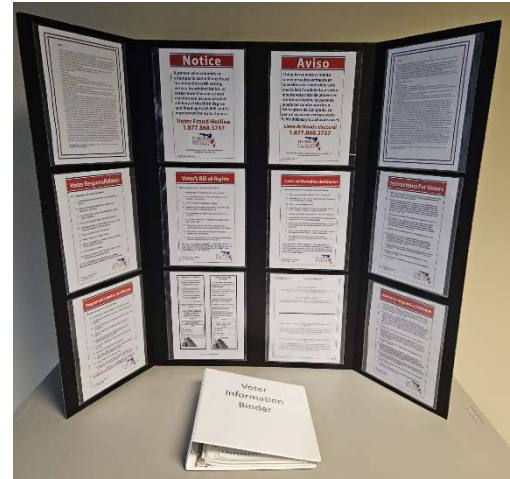


You must set up an ADA-accessible voting booth to be used by voters with disabilities (shown above). Accessible voting booths have curved legs that attach at the front for wheelchair accessibility. Position the accessible voting booth as close to the Help Desk as possible. Setting up this booth is required by law.

Appendix B

Voter Information

The Sign Kiosk should be set up on a table at the Help Desk along with the Voter Information Binder which includes *Precinct Manual for Poll Officials*, *Handbook for Precinct Managers*, EAC Spanish/English Glossary, LangServ translation information, sample ballots and constitutional amendments booklets. All signs and information must be made available where they can be easily seen and read on the way to the voting booths as required by law.



Technology

Inspector Techs work with the Manager and/or Assistant Manager to set up and power on the MiFi hotspot, electronic poll book(s), ballot-marking device(s) and the tabulator(s).

- Unpack and set up the MiFi hotspot. For instructions, see *Mi-Fi Hotspot* (p. 34).
- Unpack and set up the ballot-marking device(s). For instructions, see *Ballot-marking Device* (p. 35).
- Unpack and set up electronic poll book. For instructions, see *Electronic Poll Book* (p. 41).
- Plug in and power on the tabulator(s). Open polls on the tabulator(s). Verify and log serial numbers and seals. For instructions, see *Vote Tabulator* (p. 44).

C. Set-Up Outside the Polling Room

(Section 790.06 (12)(a)6, Fla. Stat.)

The Deputy is responsible for setting up outside the polling room. The Deputy will retrieve the A-frame precinct sign and the large orange cone from the polling room. The Manager will provide the Deputy Vest, 150' Measuring Line and the Weapons at the Polling Place Sign (and metal stand). The Deputy will put on the vest and will:

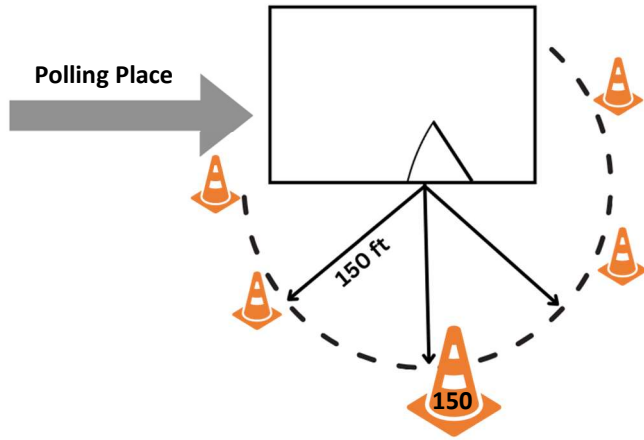
- Place A-frame precinct sign near the curb, so it is clearly visible to voters.
- Attach "Weapons at the Polling Place" sign to the metal stand and place sign on the facility property near the entrance to the polling room.
- Measure and mark the boundaries of the No-Solicitation Zone with the large orange cone.
- Remove any campaign signs and place them flat outside of the No Solicitation Zone.



Appendix B

No-Solicitation Zone

The Deputy must use the 150’ measuring line to designate the 150-foot No-Solicitation Zone and mark the boundaries in all directions, if possible, from the entrance to a polling place or a polling room (where the polling place is also a polling room). Set up the large cone that indicates “150 ft” to mark the No-Solicitation Zone and set up small, unmarked cones around the perimeter in an arch. If there are two entrances to a polling place, there will be two No-Solicitation Zones.

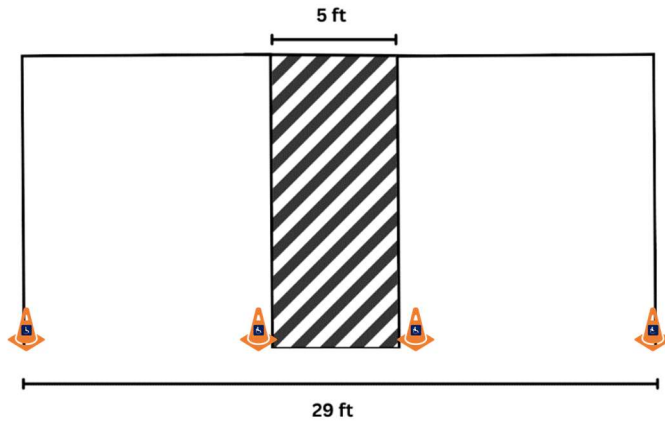


For more information about solicitation, see *Solicitation Restrictions* (p. 17).

Accessibility

The Manager will advise the Deputy on any required accessibility features required at the polling site, such as:

- Call bell (assembly instructions inside the call bell case)
- Ramp to improve access for voters with disabilities
- Accessible parking spaces (example of possible set-up below)



Chapter 3 – In the Polling Room

A. Who Is Allowed in the Polling Room?

(Sections 101.131(4), 102.031(3), 101.58 Fla. Stat.)

While the polls are open, the only persons allowed in the polling room on Election Day are:

- Poll workers wearing ID badges
- The Supervisor of Elections or personnel (i.e., staff, rovers, or technicians) wearing ID badges
- Voters who are present to vote
- A person (such as an elderly person or a child) in the care of a voter
- A person caring for a voter or assisting a voter (i.e., someone assisting a voter who cannot read or does not speak English or assisting an elderly person or a person with disabilities)
- Poll watchers approved by the Supervisor of Elections wearing ID badges. See *Poll Watchers* (p. 16).
- Election observers appointed by the Department of State
- Law enforcement officers or emergency service personnel with permission of the Manager or a majority of the Precinct Election Board



The public and the media are allowed to enter the polling room and watch the procedures **before** the polls open and **after** the polls close and after all voters have cast their ballots. They may observe poll workers opening and closing the precinct, but **no photography is allowed.** *100.011 (2) Fla. Stat.*

B. Who Is Not Allowed in the Polling Room?

(Sections 102.031(4), 102.031(3)a Fla. Stat.)

While the polls are open, the following persons are not allowed in the polling room on Election Day:

- Candidates, except to vote
- Members of the media, except to vote
- Law enforcement officers or emergency service personnel in a capacity other than as a voter, unless permitted by the Manager or a majority of the Precinct Election Board

If the polling room is in a location commonly used by the public to gain access to businesses or homes (such as the lobby of a condominium) or in an area traditionally used as public area for discussion (such as a mall), there may be other people traveling through the polling area. However, care should be taken that these people do not interfere with the voting process.



Copies of Section 102.031, Fla. Stat. are in the Voter Information Binder for distribution to individuals or groups demanding legal proof that they may not enter the polling room.



Do not allow, under any circumstances, media with or without cameras inside the polling room during voting hours from 7:00 a.m. until 7:00 p.m.

Appendix B

C. Voters

(Rule 1S-2.034, Section 102.031(5), Fla. Stat.)

Voters may bring in pre-marked sample ballots or campaign literature for their personal use. They may not use these to campaign inside the polling place or within 150 feet of the entrance to the polling place. Voters may wear campaign buttons, shirts, hats, or any other campaign items when they enter the polling place to vote.

D. Poll Watchers

(Sections 101.131, 101.111, 101.23, 102.031(3), Fla. Stat.)

Each political party and each candidate may have one poll watcher in each polling room on Election Day. Additionally, a political committee formed for the specific purpose of expressly advocating the passage or defeat of an issue on the ballot may also have a designated poll watcher in each polling room on Election Day. The Supervisor of Elections will provide each polling place a list of the names of preapproved poll watchers.

SAMPLE POLL WATCHERS LIST				
Badge #	Name	Address	Location	Candidate/Party
1	Eric Greenberg	1107 Magnolia Ave., Jacksonville, FL 32209	All Locations	Republican Party
2	Blair Allen	2837 Santa Fe, Jacksonville, Florida 32209	All Locations	Republican Party
3	Shelton Anderson	3630 Blue Jay Ct., Jacksonville, FL 32216	All Locations	Democratic Party
4	Shelton Anderson	2837 Emerald Blvd. apt 1012, Jacksonville, FL 32216	All Locations	Ecology Party
5	Katherine Aquino	5400 University Dr., W. Jacksonville, Florida 32217	All Locations	Democratic Party
6	Robert T. Archer	11141 Montague Lane, Jacksonville, FL	All Locations	Republican Party
7	Carsten Andrus	2834 Victoria Blvd Ct., Jacksonville, FL 32211	All Locations	Ecology Party
8	Andresse Anderson	14236 Crown Rd., Jacksonville, FL 32217	All Locations	Ecology Party
9	Raymond Bates	2837 Santa Fe, Jacksonville, FL 32209	All Locations	Republican Party
10	Katherine Bellarmino	1100 Westgate Drive #112, Jacksonville, FL 32207	All Locations	Ecology Party
11	Robert Bernhardt	13841 Stearns Lane, Jacksonville, Florida 32224	All Locations	Democratic Party
12	Robert Berger	2438 Ardenwood, Jacksonville, FL 32216	All Locations	Democratic Party
13	Carsten Branstetter	137 Barkton Park Blvd, Jacksonville, Florida 32216	All Locations	Ecology Party
14	Shelton Anderson	8633 Marsh Landing Blvd., Jacksonville Beach, FL 32216	All Locations	Democratic Party
15	Don Blackstone	11725 Oak Ridge Trail, Jacksonville, FL 32218	All Locations	Republican Party
16	Robert Brantley	8415 Victoria Blvd. #112, Jacksonville Beach, FL 32216	All Locations	Democratic Party
17	Robert Brantley	2837 Santa Fe Court, Jacksonville, FL 32209	All Locations	Republican Party
18	George Brantley	5400 University Dr, Jacksonville, Florida 32217	All Locations	Ecology Party

Approved poll watchers may roam and are allowed in all polling locations within the county designated. However, each political party, candidate, or political committee may have only one poll watcher present at any one time in each polling room when the polls are open on Election Day.

While in the polling room, poll watchers:

- Must wear the badges issued by the Supervisor of Elections that identify them by name
- Are allowed to observe the conduct of the election from setup at 6 a.m. until close and breakdown of the precinct, but may not obstruct the orderly conduct of the election
- May observe the voter check-in process. They may not, however, come closer to poll workers or the voting booths than is reasonably necessary to perform the poll watcher’s functions
- May not speak to or otherwise interact with voters inside the polling room
- May submit written voter challenges to the Manager
- Must pose any questions regarding polling place procedures to the Manager for resolution
- Are not allowed to wear campaign buttons, shirts, hats, or other campaign items
- May bring in and use mobile electronic devices in a non-disruptive way (i.e. set to produce no noise, not used to take photographs or recordings of any kind, not used for audible telephone conversation)
- Furnish their own materials
- May inspect and record the names of voters from the precinct register if their actions do not interfere with the precinct staff checking in voters
- May sit or stand conveniently near the precinct staff as they issue ballots and aid at the Help Desk

Appendix B

E. Order at the Polls

(Section 102.031, Fla. Stat.)

The Supervisor of Elections is governed by Florida statutes to maintain order at the polls and to enforce election laws. The Supervisor of Elections and the Precinct Election Board may take any reasonable action to ensure order is maintained at the polling place. Law enforcement officers may be called upon to remove disruptive persons from the polling room or the no-solicitation zone. Poll Deputies are appointed by the Jacksonville Sheriff to assist in maintaining order outside the polling room but within the 150-foot radius. Deputies are sworn in after completion of training and are supervised by Managers.

It is possible that protesters show up at your polling location. Protesters must stay outside the 150-foot boundary marked by orange cones. Outside the 150-foot radius, the Deputy has no authority. If protesters refuse to abide by the election laws, alert the Manager.

F. Photography Prohibited

(Section 102.031, Fla. Stat.; DE AO 12-13)

No photography is allowed in the polling room except as indicated below. This prohibition also applies to operational security cameras within the polling room. If they remain operational, they must be covered so voters, voting, and ballots are not recorded in violation of privacy. If cameras are not operational, a notice must be posted notifying voters that the camera is not in use during voting hours.



Voters are permitted to photograph only their own ballot.

G. Solicitation Restrictions

(Sections 101.051(2), 102.031, Fla. Stat.)

Exit polling by media or others is an exception to the no-solicitation law. Exit pollsters may approach voters only *after* voters leave the polling place. Deputies will ensure that interviews are only conducted with voters exiting the site, not entering.

Otherwise, no person or group may solicit voters:

- Within the designated No-Solicitation Zone
- Inside the polling place

“Solicit” and “solicitation” includes:

- Asking someone for their vote
- Offering to assist someone to vote
- Asking for someone’s opinion
- Asking for a contribution
- Displaying political advertisements or campaign materials (voters who, without loitering, directly enter and exit the polling place when they are present to vote excepted)
- Distributing any political or campaign material or handout
- Conducting a poll (exit polling excepted)
- Asking someone to sign a petition
- Selling any type of item

Chapter 4 – Voting Process

Inspector Techs may check in voters after the Manager announces the polls are open at 7:00 a.m.

A. Photo Identification

(Sections 101.043, 101.23, 101.49, Fla. Stat.)

The Florida Statutes state that a voter must present a current and valid picture identification to vote. A Voter Registration Information Card is not a valid form of ID. Only the following forms of current and valid photo ID are acceptable by law:

- Florida driver license
- Florida ID card issued by the Department of Highway Safety and Motor Vehicles
- U.S. passport
- Debit/credit card
- Military ID
- Student ID
- Retirement center ID
- Neighborhood association ID
- Public assistance ID (Social Security or other social services)
- Veteran health ID card issued by the U.S. Department of Veterans Affairs
- License to carry a concealed weapon or firearm issued pursuant to section 790.06, Fla. Stat.
- Employee ID card issued by any branch, department, agency, or entity of the federal government, state, county, or a municipality.



If the photo ID presented does not contain the voter’s signature, a separate ID with the voter’s signature is required (i.e., a student ID with a photo AND a credit card or other identification such as a library card with the voter’s signature).

B. Voter at Check-In Station

(Sections 98.461, 101.5608(1), 101.043(1), 101.045, 119.07 Fla. Stat.)

Inspector Techs at the Check-in Station should signal the next person in line and say the following: **“Welcome! May I please have your photo and signature ID?”**

If the person presents a valid photo ID and signature, compare the person in the photo to the voter:

- If determined to be the same person, proceed to check in the voter.
- If you doubt they are the same person, direct the voter to the Help Desk.

If the person does not present a valid photo ID and signature, direct the Voter to the Help Desk.



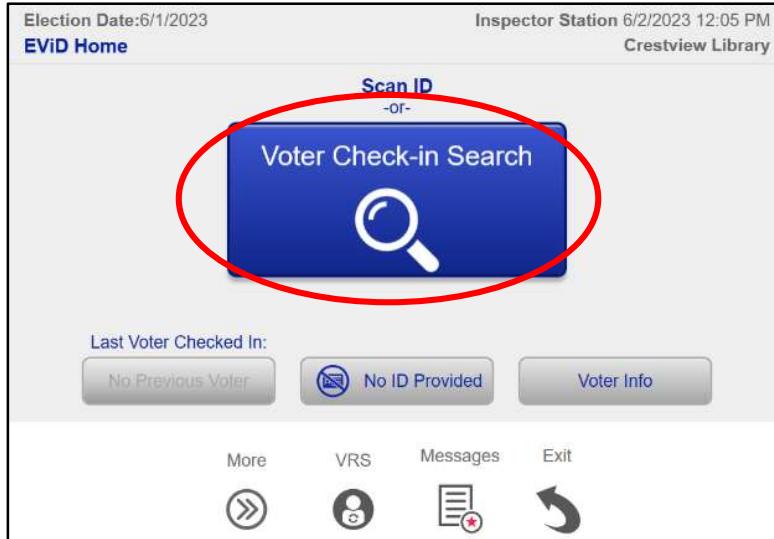
Problems with ID? No voter should be turned away from voting for lack of photo identification. If the voter does not present both the proper photo and signature ID, the voter may be allowed to vote a provisional ballot.

Appendix B

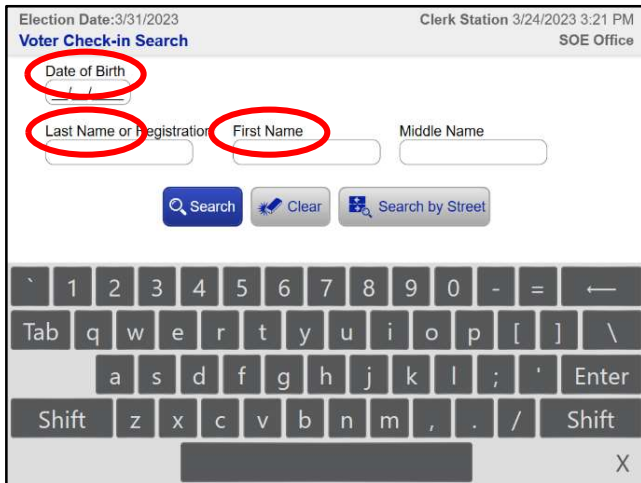
Voter Search Using the EViD Electronic Poll Book

Inspector Techs check in voters on the EViD electronic poll book by following the procedures below.

After reviewing the valid photo ID, look up the voter on the EViD by using a manual search:



- Select “Voter Check-in Search” on the Home screen.
- Enter the voter’s date of birth in MM/DD/YYYY format.
- Enter the voter’s initials (last and first) in the correct fields.
- Select “Search” and the voter’s information will likely appear on the screen.
- If you get the results grid with several voters visible, select the correct voter by verifying the first and last names and the date of birth. Select the down arrow to see additional grid results.
- You may also search by voter registration number, address, or first name and date of birth.
- If the voter found is not the voter you are searching for, select “Back” to try again.
- If no voters are found, select “OK” to try again.



Election Date: 5/31/2023 Clerk Station 6/2/2023 11:54 AM SOE Office

Voter Search Results

Maud smith 1253 Foxford Cir S... ANYTOWN 5/26/1939 1A	Alan A Smith Address Protected 10/3/1968 1A06	Brian Smith Address Protected 10/10/1955 1A06	David Smith 15 Haunted House Ln ANYTOWN 4/5/1945 1A07.2
Jane M Smith 602 E Jefferson St PICTURE PERFECT 9/7/1935 1A06	Jeanette P Smith 123 Shell Ct ANYTOWN 11/13/1951 1A07.1	Joanna M Smith Address Protected 12/30/2002 1A07.2	Jonathan Q Smith 1633 Main St ANYTOWN 4/4/1955 1
Philosopher B Smith 123 Shell Ct ANYTOWN 1/30/1964 1A07.1	Powell K Smith 602 E Jefferson St PICTURE PERFECT 10/16/1955 1A06	Terri T Smith 123 Haunted House... ANYTOWN 3/16/1981 1A07.2	ABBY L SMITH Address Protected 8/25/1982 1A07.2

Back Voter Not Found Last Name or Registration: Smith 32 voters Page 1 of 3

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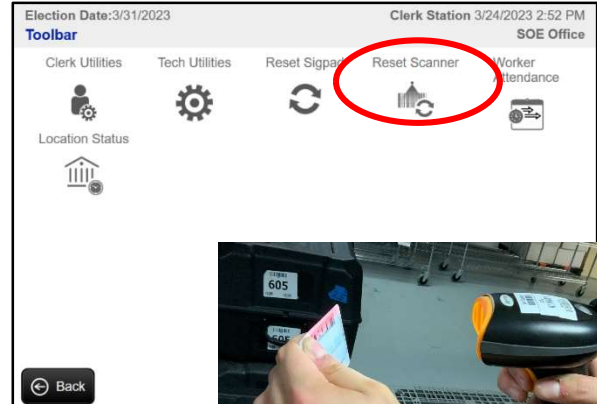
If the voter’s name is not found, check for name variations.

Search Tips if unable to locate name as presented:		
Name Search Type	Example	Possible Search Criteria
Hyphenated names	Mary Smith-Collins	Smith Collins SmithCollins or CollinsSmith Collins Smith or Smith Collins
Multiple surnames	Maria Morena de Arroyo	deArroyo de Arroyo Arroyo Morena
Surnames with special characters	Nela Muñoz or López	Munoz Lopez
Same names (Father, son, and/or grandson – may or may not be distinguished by suffix)	Thomas Jones, Sr. Thomas Jones, Jr. Thomas Jones, III	Last name and date of birth
Similar names (Twins -same birthday; siblings or close relatives - different birthdays)	Terriyana - Terriana Jones Ethan - Evan Bennett Kathryn Elizabeth - Elizabeth Kathryn Sims	First name, last name, and date of birth If available, scan driver license or state ID card available to search

Using Scanner to Search for a Voter

If available, a scanner is a quick and accurate searching tool. In most cases, voters will provide a valid Florida Driver License or Florida ID card which may be scanned by the EViD using either the scanner attached to the right side of the Edge tablet at the Help Desk or the handheld scanner which can be plugged into any available USB port on the EViD at the Check-in Station. The hand-held scanner must be plugged in prior to turning on the EViD.

To use the hand-held scanner, press the yellow trigger. Position the scanner 6” from the ID’s bar code and move it closer until it can scan the bar code. If you experience any issues with the use of the scanner, select “More” on the Home screen, then select “Reset Scanner”, select “OK” and try to use the scanner again. Once the ID card is scanned, the voter’s registration information will appear on the screen. If the voter is not using a valid Florida Driver License or Florida ID card, then you must do a manual search.



Voter Check-In Using the EViD Electronic Poll Book

When you have found the voter on the EViD, you will see the screen below. If the voter’s name and address on the screen match the identification presented, select “Yes” to check in the voter.

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If the voter’s name and/or address on the screen does not match the identification presented, ask the voter: **“Has any of your information changed?”**

- If the voter says their information has changed, select “No”. When asked if you want to do a name/address change, select “Yes”.
- You will be prompted to refer the voter to the clerk. Select “OK”. A Help Desk Ticket will print. Give the ticket to the voter and direct the voter to the Help Desk.
- If the voter says their information has not changed, select “Yes” to check in the voter.



The address on the voter’s ID does not need to match the registration address for the voter to vote! It is possible that the address shown on the EViD does not match the address on the voter’s ID. Do not ask the voter to provide further information. The address on the EViD is correct because the voter did not indicate that their address has changed.

Voter Signature Using the EViD Electronic Poll Book

Now the voter must sign the signature pad. Say the following to the voter: **“Please sign on the line using the stylus or your finger.”** Compare the voter’s signature on the EViD with the signature on the ID. If the signatures look reasonably similar, then select “Accept”. During in-person voting, the voter is standing in front of us, and we can verify their identity largely by comparing them to their picture. However, the signature becomes more important should the photo be in question.

A voter’s signature on a signature pad will rarely be the same as on their ID. However, they should be reasonably close. If the signature on the EViD is very different from the ID, select “Clear” and say to the voter: **“Would you please sign again and try to make your signature look more like the signature on your ID?”** The second signature should be acceptable. However, if a voter has had a

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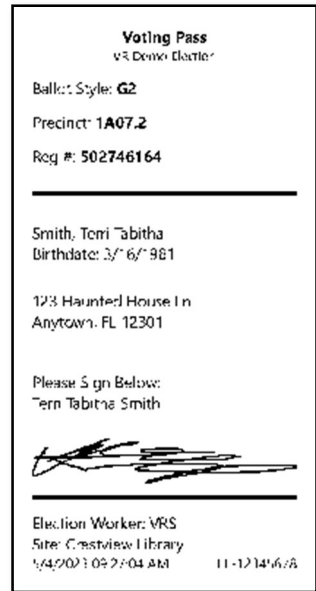
situation that has caused their signature to change, select “Reject”. When prompted to confirm you wish to reject, select “Yes”. A Help Desk Ticket will print. Give the ticket to the voter and direct the voter to the Help Desk.

After accepting the voter’s signature, a Voting Pass will print from the EViD. Give the Voting Pass and the voter’s ID to the voter and say the following: **“Here is your ID and Voting Pass. Please put your ID away – you will not need it again. Please take your Voting Pass to the Ballot Station (point to the table) and they will give you your ballot.”**

Remember to always thank every voter pleasantly after checking them in and printing their Voting Pass. Say, **“Thank you for coming out to vote today. If you need help with anything, just ask.”**



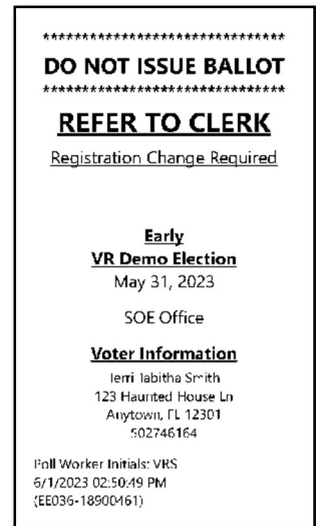
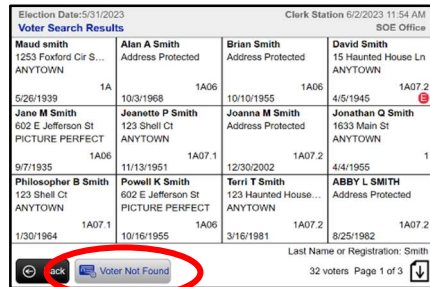
There is no way for an Inspector Tech to check in a voter or issue a voting pass to a voter who is not eligible or whose eligibility to vote is in question. Instead, the EViD will print a Help Desk Ticket.



Voting Pass

Voter Not Found

If you cannot find the voter after a thorough search for the voter using all the methods above, select “Voter Not Found”. You will be prompted to refer the voter to the clerk. Select “OK”. A Help Desk Ticket will print. Return the voter’s ID, give the Help Desk ticket to the voter, and direct the voter to the Help Desk.



Help Desk Ticket



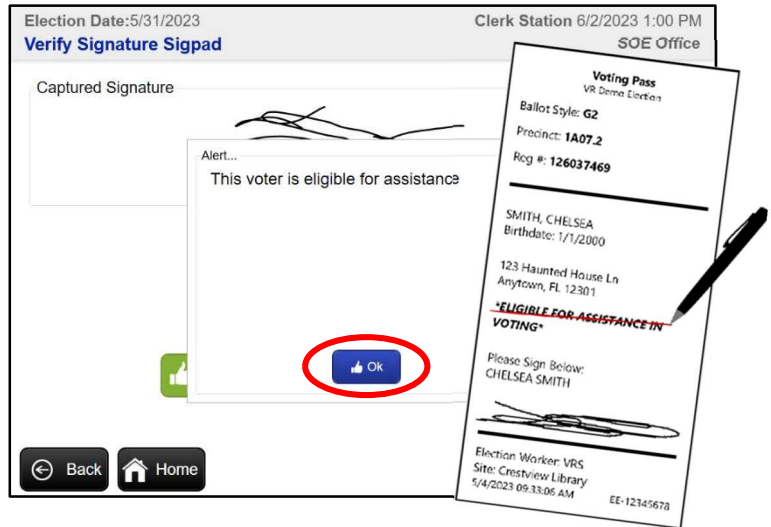
Voter Doesn't Want to Sign Signature Pad

If a voter does not want to sign the electronic signature pad, you can select “Accept” with nothing marked on the signature pad. When the EViD asks if you want to accept the blank signature, select “Yes”. The Voting Pass will print, and the voter will need to sign their Voting Pass on the line provided before taking it to the Ballot Station. If the voter refuses to sign the voting pass, they may not be issued a ballot.

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Eligible for Assistance

Some voters indicated that they were eligible for assistance when filling out or updating their voter registration application. For these voters, the electronic poll book will indicate “Eligible for Assistance”. Select “OK”. Do not mention this to the voter. If they say nothing say, **“Thank you for coming out to vote today. If you need help with anything, just ask.”** If they don’t request assistance, strike out the message printed on the Voting Pass before giving it to the voter and directing them to the Ballot Station. If they request assistance, direct them to the Help Desk. For more information, see *Assistance at the Polls* (p. 31).



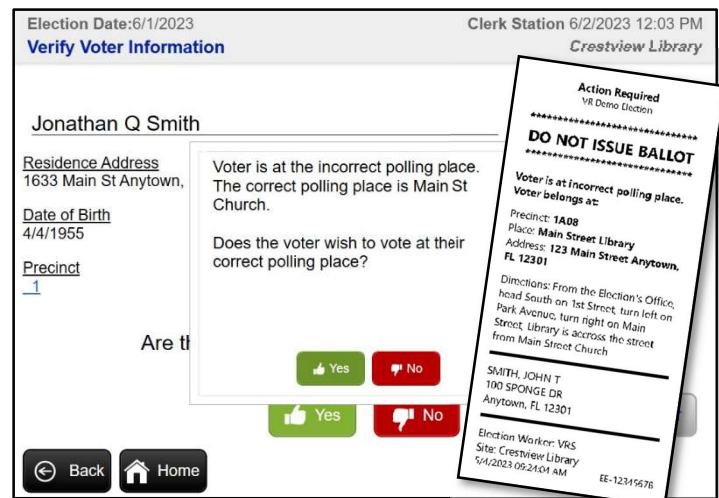
Voter Has Already Voted

After voter search and address verification, the EVID may show a message that the voter has already voted. Say, **“The system is telling me that you have already voted in this election. Did you send in a Vote-by-Mail ballot, or did you vote at an Early Voting location?”** If the voter remembers voting, then they may exit the polling room. Remember to give them back their ID before they leave. Select “No” when prompted to refer the voter to the clerk. When asked if you want to cancel and return to Home screen, select “Yes”. If the voter insists that they have not already voted, select “Yes” when prompted to refer the voter to the clerk. A Help Desk Ticket will print. Return the voter’s ID, give the ticket to the voter, and direct the voter to the Help Desk.



Wrong Precinct

If a voter is in the wrong polling location, the EVID will give you the option to print an Action Required ticket. When asked if the voter wishes to vote at their correct polling place, select “Yes” to print the ticket. Give the Action Required ticket to the voter, along with their ID, and say, **“You are not in your assigned polling place. This ticket shows the name and address of your correct location. You may bring this ticket with you for your convenience.”** Do not engage in further conversation about their assigned polling place. They may contact the Supervisor of Elections at (904)255-VOTE if they have further questions. If the voter insists on voting at the incorrect location, direct the voter to the Help Desk.

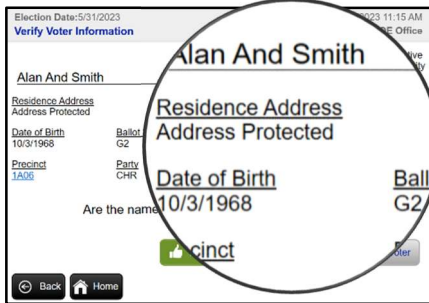


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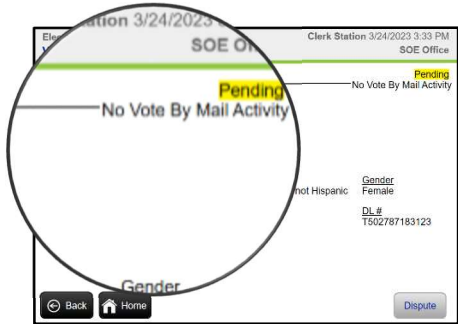
Voter Status is Inactive

After searching for and finding a voter, the EViD may show a message that the voter’s status is “Inactive”. This means that some election mail has been returned. Do not say anything to the voter. Process the voter normally.



Protected Addresses

If a voter’s address is marked as “Address Protected”, do not ask the voter what they do for work or ask why their address is protected information. Use the regular procedure for checking in a voter on the EViD. Because you cannot see their address on the screen, you need to ask the voter, “Has any of your information changed?”. If the voter’s information has changed, direct the voter to the Help Desk.



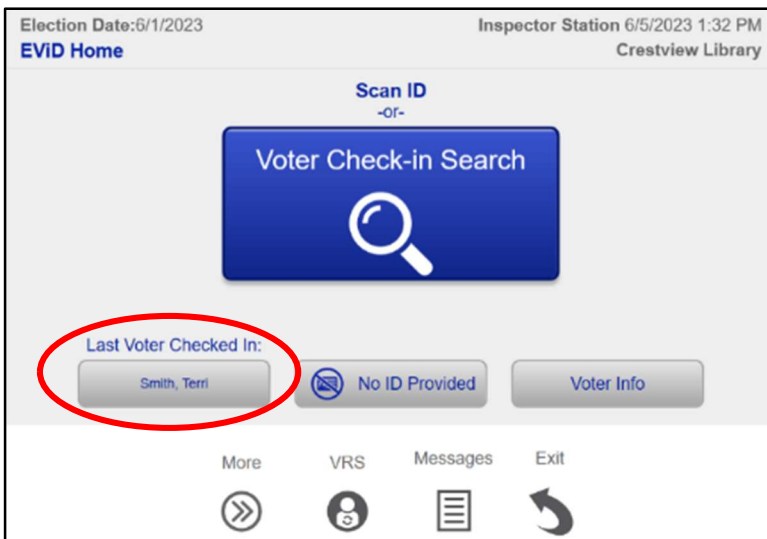
Other Voter Status

For any other voter status message (“Challenged”, “ID Required”, “Pending”, “Ineligible”, etc.) you will be prompted to refer the voter to the clerk after name and address verification. Select “Yes”. A Help Desk Ticket will print. Return the voter’s ID, give the ticket to the voter, and direct the voter to the Help Desk.

Undo Voter Check-In

If a voter leaves without voting or if the wrong voter is mistakenly checked in (but has not yet voted), a voter’s check-in may be undone so that their voter record will reflect that they have not voted. If the voter was the last person checked in on the EViD, do the following:

1. Select “Last Voter Checked In” on the left side of the Home screen.



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- From the Voter Lookup screen, select "Undo Check-in".

Election Date: 3/31/2023 Clerk Station 3/24/2023 3:39 PM
Voter Lookup SOE Office

JODI L TEST SMITH Active
 No Vote By Mail Activity **Early Voted**

Residence Address
 15 HAUNTED HOUSE LN ANYTOWN, FL 12301

Precinct Ballot Style Registration Date
 1A07.2 2 1995-04-15

Mailing Address

Date of Birth Party Race Gender
 4/17/1997 REP White, not Hispanic Female

Voter ID Status DL #
 501404223 Active S530975976290

Undo Check-in **Reprint Ticket**

Back **Home** **Dispute**

- From the drop-down menu select a reason for the Undo Ticket and press "OK".
 - Left Without Voting – a voter was checked in but leaves before casting a ballot and their identity is known
 - Wrong Voter – a voter was checked in mistakenly while attempting to check in the correct voter
 - Other

Election Date: 3/31/2023 Clerk Station 3/24/2023 3:41 PM
Select Undo Reason SOE Office

JODI L TEST SMITH

Please select an undo reason and press OK.

Left Without Voting

OK


Back **Home**

SunnySeaside County Elections

Undo
 5/4/2023 11:16:20 AM
 Reason: Left Without Voting

Election Day
 VR Demo Election
 May 31, 2023
 Crestview Library
 Precinct: 1A07.2

Voter Information
 Terri Tabitha Smith
 123 Haunted House Ln
 Anytown, FL 12301


 4 0 0 9 2 3 4

Precinct Official

Operator ID: VRS

EVID Version: 3.2.100.0
 EVID ID: EE-12345678

- An Undo Ticket will print automatically.
- Give the Undo Ticket to the Manager who will staple it to the original Voting Pass and file in the EVID Accordion Folder.

Undo Ticket



If the voter was checked-in prior to the last voter processed on the EVID, consult with the Manager.

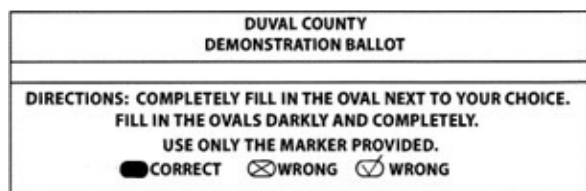
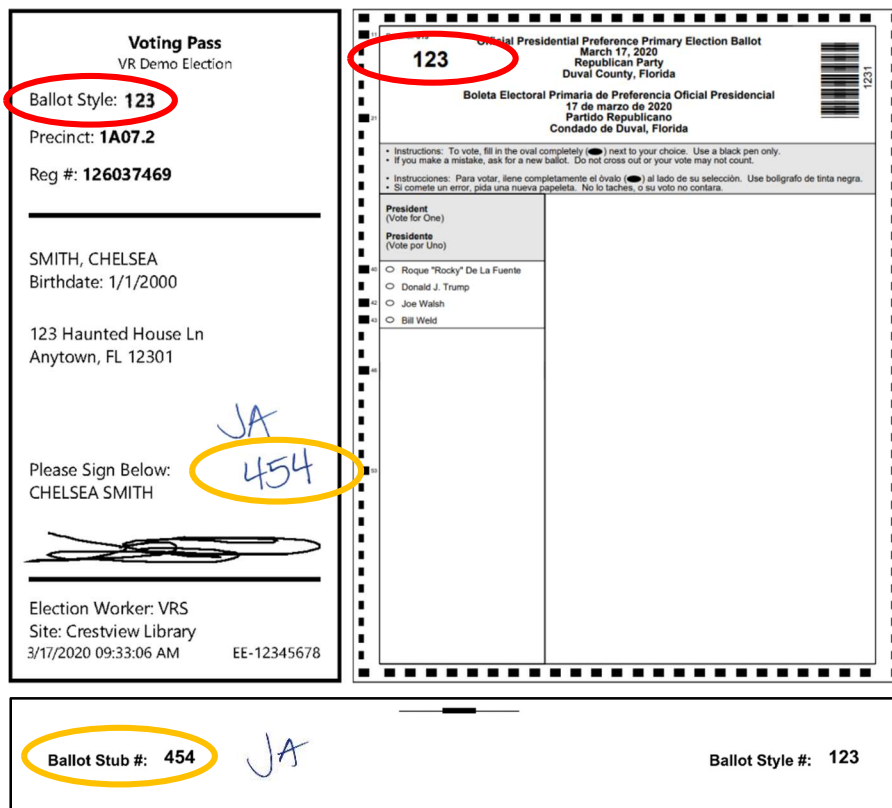
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C. Eligible Voter at Ballot Station

(Sections 101.045, 101.5608, Fla. Stat.)

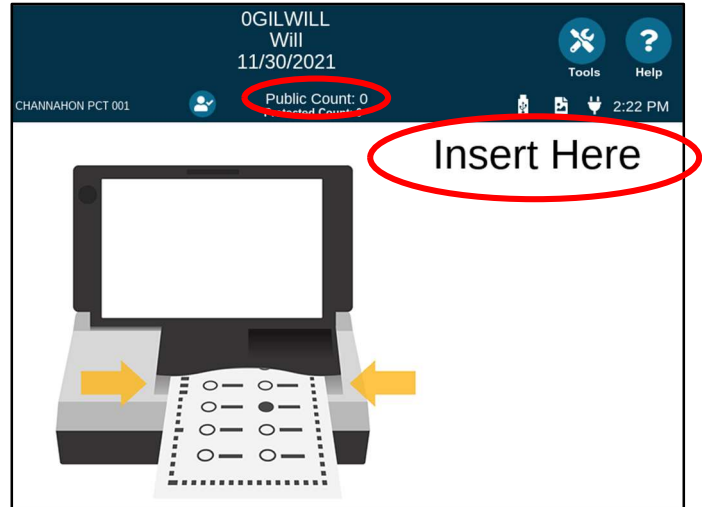
If a voter has been checked in and has received a Voting Pass, issue the voter a ballot at the Ballot Station. It is important to verify and give voters the correct ballot style because it allows the voter to cast a ballot with the candidates that represent the area in which they live. Never leave the Ballot Station unattended. One ballot pad of each ballot style may be on the Ballot Station table at a time.

1. Say the following to the voter: **“Thank you for voting today. May I please have your Voting Pass?”**
2. Review the Voting Pass for any special messages. If it does not have special messages, proceed to Step 3. If it does have special messages (and no strike-out appears), direct voter to Help Desk.
3. Match the number on the Voting Pass to the style number on the ballot that you issue to the voter. Write the ballot stub number and your initials on the Voting Pass. Write your initials on the ballot stub. Do not write on the ballot.
4. Carefully detach the ballot from the pad and do not tear off more than one ballot at a time.
5. Show the voter that the ballot they are receiving matches the ballot style on the Voting Pass. Say to the voter: **“Please see that I am giving you one ballot with the correct ballot style.”** Place the ballot inside the secrecy sleeve and give them to the voter.
6. Refer to the demonstration ballot on display and say to the voter: **“Fill in the oval to make your selections. Do not use an X or ✓ on their ballot. Make only one choice per contest. You may use any available voting booth, and then go to the tabulator to cast your vote.”**
7. File the Voting Pass in the EVID Accordion Folder by first letter of last name.



D. Voter Casts Ballot at Tabulator

Before a voter uses our digital scan vote tabulator, a voter is given a ballot and a secrecy sleeve which he or she takes to the voting booth. After marking the ballot, the voter places the voted ballot into the secrecy sleeve, takes it to the vote tabulator to be cast. The message screen on the tabulator should read, "Insert Here" to indicate it is ready to accept ballots. The DS300 ballot insertion screen animation shows voters where to insert the paper ballot or ballot card.



As a voter approaches the tabulator with their ballot, say the following: **“Please remove your ballot from the secrecy sleeve and insert your ballot in any direction into the machine.”** Remain four to six feet from the tabulator while the voter is casting a ballot. Do not look at the voter’s ballot.

When the voter inserts their ballot, say the following: **“Please wait a moment until we are sure your ballot has been counted.”** Wait for the screen that reads, “Thank you for voting. Your ballot has been counted.”

Once the ballot is accepted, say the following: **“Thank you for voting. Please help yourself to an ‘I Voted’ sticker.”**

Collect the secrecy sleeve from voter. Open the folder and place face down to ensure no ballots are inside. Periodically return accumulated secrecy sleeves to the ballot station and check to be sure no ballots were left inside.



The Public Count will start the day at zero and will increase by one after each ballot or ballot card is accepted into the tabulator. The “Protected Count” on the tabulator screen indicates total number of sheets scanned on the DS300 unit during its lifetime and is used for scheduling regular maintenance.

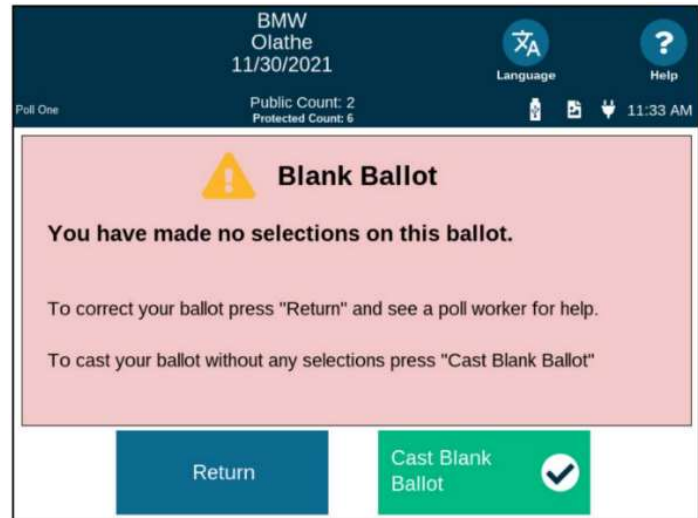
Error Messages at the Tabulator

- If ballot is rejected, instruct them to turn it over and re-submit.
- If ballot is still rejected:
 - Instruct voter to place ballot in secrecy sleeve. Do not handle the ballot.
 - Follow on-screen instructions to remedy the problem.
- If error message indicates “Over Voted Contests”:
 - Inform the voter, without looking at the ballot, that the displayed message is the reason the ballot was rejected, and that the voter should follow the instructions on the screen.
 - Explain to the voter that they made more than one selection in the same contest and that the vote for that



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- contest will not be counted unless they complete a new ballot.
- Direct the voter to the Help Desk.
- If error message indicates “Blank Ballot”:
 - Inform the voter that the ballot is an undervoted (blank) ballot.
 - Ask voter to read the tabulator screen. It will give them the options of either correcting the ballot or casting a blank ballot. It is the voter’s choice.
 - If the voter intended to vote, but in error did not make any selections, the voter must select “Return” to retrieve their ballot. In this case, direct the voter to return to the voting booth to make their selections and return to the tabulator once they have marked their ballot.
 - If the voter intended not to make any selections, then the voter must select “Cast Blank Ballot” to submit their ballot.
- For other error messages:
 - Consult with the Manager to solve the indicated problem.
 - If the tabulator will not accept ballots, alert the Manager for assistance. Once the Manager unlocks the emergency compartment, calmly instruct voters to place ballots in the emergency compartment slot. Say to the voter, **“Your ballot is being temporarily placed in the emergency compartment. You may return at 7:00 p.m. after the polls close to observe the ballots being inserted into the tabulator to be counted.”**



The tabulator scans paper ballots and ballot cards the same way. The “Public Count” on the tabulator screen provides the total for both ballot types.



If you see a Pink Provisional Ballot sleeve, do not allow the voter to insert that ballot into the tabulator. Provisional Ballots are only to be placed into the Provisional Ballot Envelope at the Help Desk.

E. Voter Flow Inside the Polling Room

There are things that poll workers can do to ensure a smooth voting experience inside the polling room:

- Direct voters to available voting booths if necessary.
- Ensure five feet of clearance between the voter at a booth and those waiting in line.
- Direct voters to the tabulator once they have marked their ballot.
- Check the voting booths for uncast ballots and give them to the Manager.
- Remove and discard sample ballots, campaign material or other items left behind by a voter.
- Check for stray ballots in the voting booths and notify the Manager or the Assistant Manager so that the proper procedure is followed.
- Check that accessible voting equipment is kept operational throughout the day.
- Provide prompt assistance to voters who request assistance in marking their ballot or casting their vote. See *Voter Asks for Help in Casting a Ballot or Using Equipment* (p. 29).

Chapter 5 – Voting Situations

Voters may have needs which can be accommodated by the Precinct Election Board. Positive experiences when voting build trust in our elections, so always be courteous and helpful.

A. Challenge to Voter’s Right to Vote

(Sections 101.111, Fla. Stat.)

A voter’s right to vote may be challenged at the polling place on Election Day, or prior to Election Day in which case there will be a notation on the precinct register in the electronic poll book. Any registered voter or poll watcher of a county may challenge the right of a person to vote in that county. Direct the challenger and the voter to the Help Desk.

B. Provisional Ballot

(52 U.S.C. Section 21082, Sections 101.048, 101.049, 101.111, Fla. Stat.)

Voters have a right to vote a provisional ballot in certain circumstances. This is a fail-safe mechanism provided under both federal and state law. Managers may accommodate this at the Help Desk.

C. Voter Asks for Help in Casting a Ballot or Using Equipment

(Sections 97.061, 101.031(4), 101.051, Fla. Stat.)

If after entering the voting booth, the voter asks for more instructions on how to mark the ballot or use the equipment, two poll workers of different political parties, if present, or, if not, two poll workers of same political party, shall assist the voter. No one assisting the voter shall in any manner request, suggest, or seek to persuade or induce anyone to vote for or against any particular ticket, candidate, amendment, question, or proposition. After giving the voter instructions, the poll workers shall leave the voter to vote in secret. For more information on assisting all voters, see *Assistance at the Polls* (p. 31).

D. Voter Asks for Another Ballot


(Sections 101.5608(2)(b), Fla. Stat.)

If a voter makes a mistake on their ballot or ballot card, whichever is applicable, the voter may receive another ballot or a ballot card, as is applicable, unless the ballot or ballot card has been cast in the tabulator. The uncast ballot or ballot card that has a mistake on it is referred to as a “spoiled ballot.” Direct the voter to the Help Desk. Once the Manager has filed the spoiled ballot, they will escort the voter to the ballot station. At this point, the Inspector Tech will:

1. Issue the new ballot by drawing a line through the previous ballot stub number on their Voting Pass to indicate the ballot was spoiled (i.e., 0075, 0084, 0099.)
2. Before issuing a third ballot, inform the voter that they will not be issued a fourth ballot if they make a mistake on the third ballot.
3. If three stub numbers have been entered and three ballots are spoiled, the voter may not receive another ballot.



Do not under any circumstances issue a fourth ballot! Do not under any circumstances issue another ballot to a voter that has already cast a ballot into the tabulator!

Voting Pass VR Demo Election	
Ballot Style: 123	
Precinct: 1A07.2	
Reg #: 126037469	
<hr/>	
SMITH, CHELSEA Birthdate: 1/1/2000	
123 Haunted House Ln Anytown, FL 12301	JA
	454
	462
Please Sign Below: CHELSEA SMITH	465
	
<hr/>	
Election Worker: VRS Site: Crestview Library 3/17/2020 09:33:06 AM	EE-12345678

E. Voter Who Requested Vote-by-Mail Ballot Goes to Vote at Polls

(Section 101.69, Fla. Stat.)

A voter who has requested a vote-by-mail ballot may go instead to vote at the polling place.

If the electronic poll book indicates that a vote-by-mail ballot was mailed to the voter: Proceed with check in as usual and issue a Voting Pass. See *Voting Process* (p. 18). Do not make a voter produce their ballot to vote.

However, If an Inspector Tech becomes aware of the vote-by-mail ballot (voted or not) because it is visible or because the voter indicates that they have it with them, the ballot must be surrendered before they can be checked in and issued a new ballot at the Ballot Station.



If the vote-by-mail ballot is returned, first mark the returned vote-by-mail ballot “Canceled” on the certificate side of the ballot envelope and give the ballot to the Manager or Assistant Manager. Then, proceed with check in.



If a voter insists that they use their vote-by-mail ballot as a “sample” ballot, they may photograph their own ballot as allowed by law and use the photo.

F. Voter Disputes Party Affiliation

If the voter disputes party affiliation, direct them to the Help Desk.

G. Voter Requests to Use Ballot-Marking Device

If the voter requests to use a ballot-marking device, they cannot check in at the Check-In Station. Instead, direct them to the Help Desk to check in and receive their ballot. If the voter was mistakenly issued a Voting Pass at the Check-In Station instead of the Help Desk, you must undo the check-in before directing them to the Help Desk. See *Undo Voter Check-In* (p. 24).



Anyone can request to use the ballot-marking device. Do not ask questions regarding the health status of any voter as this is against the law. Direct the voter to the Help Desk if they wish to use the ballot-marking device. For instructions on using the ballot-marking device, see *Ballot-Marking Device* (p. 35).

H. Secure Ballot Intake Stations for Voted Vote-by-Mail Ballots

(Section 101.69, Fla. Stat.)

The only place where a voted vote-by-mail ballot may be dropped off on Election Day is the Supervisor of Elections Office at 105 East Monroe St. The designated staff members should ensure that prior to the ballot being dropped off that the voter has placed and sealed their voted ballot in the certificate envelope and signed the certificate. When the polls close at 7 p.m., staff must perform ballot accounting procedures to account for the ballots in the secure ballot intake station.



Chapter 6 – Assistance at the Polls

The only time we may meet our voters in person is when they come to our polling place. We strive to make this a positive and memorable experience for all voters. Best practices for all voters include assisting without judgement, treating all voters equally and making no assumptions. When voters are satisfied with their voting process, they tend to have more confidence in the election results and participate more in future elections.

A. Right to Assistance

(Section 101.031, Fla. Stat.)

All voters have the right to ask for and receive help in voting from any person other than their employer, employer’s agent, or union representative; including but not limited to reasons of blindness, disability, inability to read or write, or limited-language proficiency.



If a voter requests to use a ballot-marking device, do not check them in. Direct the voter to the Help Desk to check in and receive their ballot card.

B. Voter Requests Language Assistance

(52 U.S.C. 10303(f)(4) and 52 U.S.C. 10503(b)(2)(A))

Some voters may need language assistance due to an inability to read, write, or speak English or because of limited-English language proficiency. A voter needing language assistance must be allowed to:

- Bring along a person to interpret as long as that person is not an employer, an agent of the employer, or union representative.
- Vote using a Spanish translated paper ballot or a ballot-marking device that provides the voter an option to view and select contest choices in Spanish and produces a voter-verifiable ballot card with the voter’s selections for subsequent tabulation.
- Have available for reading sample ballots, other voting and registration materials and information translated in Spanish.
- Have language assistance provided by bilingual poll worker, professional translator services by phone, interactive or virtual service for translation, or multi-language-audio-capable voting equipment.

The U.S. Election Assistance Commission’s glossary entitled “Election Phrases at a Glance – English to Spanish” is available in each polling place. If you are serving as a bilingual poll worker, wear identification in the required language at all times while in the polling place.

If a voter requests language assistance, direct the voter to the Help Desk.

C. Voters with Disabilities

(Sections 97.061, 101.051, 101.715, Fla. Stat.; Americans with Disabilities Act - 42 U.S.C ch. 126; Voting Accessibility for the Elderly and Handicapped Act –52 U.S.C. ch. 201.)

Overview

All voters have the right to request and obtain assistance in voting. Some voters may have a disability that is not visible or evident. Do not make assumptions about the needs of any voters. Regardless of the name of the disability, the basic steps below should be followed:

- Treat every voter with the same dignity and respect you would want, expect, and deserve.

Appendix B

- Be professional, courteous, and patient in words, tone, and actions.
- Use “People First” language. For example: “a person who uses a wheelchair” instead of “wheelchair bound” or “a person confined to a wheelchair,” and “a person who is blind” instead of “a blind person.”
- Avoid outdated terms such as “handicapped” or “crippled” or contrived or potentially offensive terms such as “differently abled” or “physically challenged.”
- Avoid using vague and exclusive group terms such as “they” or “them” for voters with disabilities.
- Speak directly to the voter, even if accompanied by a companion or caregiver.
- Treat assistive devices as an extension of the voter whether it is a wheelchair, scooter, crutch, walker, cane, eye wear, hearing aid, prosthetic device, or orthotic device.
- Listen carefully to the voter to learn how to best help the voter. Explain the process and, if needed, give the voter more time to complete the task at hand.
- Allow the voter with a disability to choose the accommodations the voter requires to vote (magnifying sheet, headphones, tactile input pad, or assistance from two poll workers).

Cognition

A voter with a cognitive disability may have difficulty with memory, attention, reading, or sight.

- Use a calm demeanor.
- Use simple words and short sentences to explain the process.
- Repeat process as needed.
- Give the voter time to move through the process without feeling rushed.

Hearing

A voter who is deaf, hard of hearing, or with mild or moderate hearing ability may use a hearing device or an interpreter. It may not be immediately obvious.

- Do not shout as it may make you harder to understand, especially if the voter reads lips.
- Speak directly to the voter, even if accompanied by an interpreter.

Mobility

A voter with a permanent or temporary physical disability may use a cane, a crutch, a walker, or a wheelchair to move around. The degree of mobility may vary. For example, a voter using a wheelchair may still be able to use their hands and arms or get out of the wheelchair and walk a short distance. A person with respiratory or heart trouble may not appear to be mobility impaired, but he or she may need to sit down. Offer a chair with arms, if available.

- Do not lean across a wheelchair user to talk to someone else or to shake another person’s hand.
- Make eye contact with the voter. If voter is in a wheelchair, be at eye level, if possible, by either sitting in a chair or standing at a slight distance.
- Do not pull or touch a voter’s wheelchair unless you have received permission to do so. The chair is part of the voter’s personal space.
- Ensure ramps provide the closest accessibility to the polling place. This is important not only for voters who may be using wheelchairs but for voters who may be using canes, crutches, or walkers.
- Ensure ramps are not obstructed so they can be used without difficulty.
- Ensure there is a clear path of travel into and out of the polling area for persons who may be in wheelchairs or using other assistive devices.
- Be aware of the reach limits of people in wheelchairs. If a counter is too high for a wheelchair user to see over it, step around it to conduct business with the person.
- Do not grab a cane, crutch, or walker. People who use them rely on them for balance.

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Sight

A voter who is blind or has low vision may use glasses or a magnifying glass, or travel with a guide dog, a cane, or a sighted guide, or be alone. Be prepared to offer assistance in orientation and reading to anyone who requests it. It is not always obvious when a voter has a visual impairment.

- A poll worker should identify themselves with name and title when approaching a person who is blind or has low vision. When departing, let him or her know.
- Do not speak loudly to a person who is blind or has low vision.
- If voter asks to be guided, offer an arm or shoulder to guide and walk slightly in front of the voter.
- Describe the setting including any partly open doors, steps, or ramps.
- Do not touch a person's cane. If the person puts down the cane in an unsafe place, do not move it. Tell the person kindly to move it. That way, the person will know where the cane is.
- Be specific with warnings such as stop, swerve, duck, or bend. Do not shout or use non-specific warnings such as "Look out!"
- Be specific and non-visual with directions. Do not tell someone to turn left at the end of the desk. It would be better to say, "Take five steps and turn left."
- Read informational signs that appear in print on the walls of the polling place.
- Offer a signature guide, magnifying sheet or lens if requested by the voter.
- Offer the voter who is blind or has low vision the option of voting on the accessible voting device. If the voter would rather have assistance, allow him or her to be accompanied in the voting booth by someone of their choosing or two election officials.

Speech and Communication

A voter with a speech or communication disability may have difficulty with speaking, memory, or concentration. It may not be immediately obvious.

- Be patient and do not interrupt. Wait for the voter to finish speaking.
- If you do not understand or need clarification, restate what you understood.
- If needed or requested, provide the voter a pen/pencil and paper to write questions and answers.

D. Service Animals

(Title II of the Americans with Disabilities Act, 42 U.S.C. Sections 12131-12134, and Section 413.08 Fla Stat.)

Voting precincts must accommodate voters who are aided by service animals. The provision of emotional support, well-being, comfort, and companionship are NOT considered work or tasks for purposes of the definition of a service animal. If a voter is using a guide dog, walk on the opposite side of where the dog is guiding the voter. Do not talk to, distract, or otherwise touch service animals including their harness or leash. The service animal is "on duty." Never ask a voter why they have a service animal.

Chapter 7 – Voting Systems Operation

(Sections 101.5601-101.5614, 101.56062, 101.5604, 101.56075, Fla. Stat.)

A. Overview

Poll workers should bring their Precinct Manual to the polling place with them on Election Day to be used as a reference on how to set up the voting systems in the polling place, how to operate the voting equipment, how to troubleshoot, how to lock the vote tabulator against further voting after the polls have closed, how to properly relay vote totals, and how to handle the ballots after the polls have closed.



Although technology is used to conduct and administrate elections, all voting in Florida must be by paper ballot, whether marked by hand or by using a ballot-marking device that produces a voter-verifiable paper output. All marked ballots are cast into vote tabulators to be counted.

B. MiFi Hotspot

The Verizon MiFi Jetpack is a mobile Wi-Fi hotspot used to establish a wireless connection between the EViD units at a polling place and the Supervisor of Elections data center.

Opening Procedures

The Manager will provide the Black Pouch containing the MiFi jetpack. To turn on, press and hold the round power button (follow the red arrow) for 2 seconds. If you need to wake the jetpack display, press and release the power button. Check the levels of your battery and wireless signal. The jetpack should be fully charged, but is typically plugged into an outlet unless wireless signal is low. If wireless signal is low, unplug the jetpack and move it to a window for improved signal. If MiFi jetpack is moved due to low wireless signal and unplugged with no outlet nearby, periodically check every hour for battery percentage. If 15% or less, plug back into outlet or use an orange extension cord.



Battery Charge Indicator



The battery is fully charged.

Battery Charge Indicator



the battery is critically low and the Jetpack will shut down unless the battery is connected to the charger.

Battery AC Charging Indicator



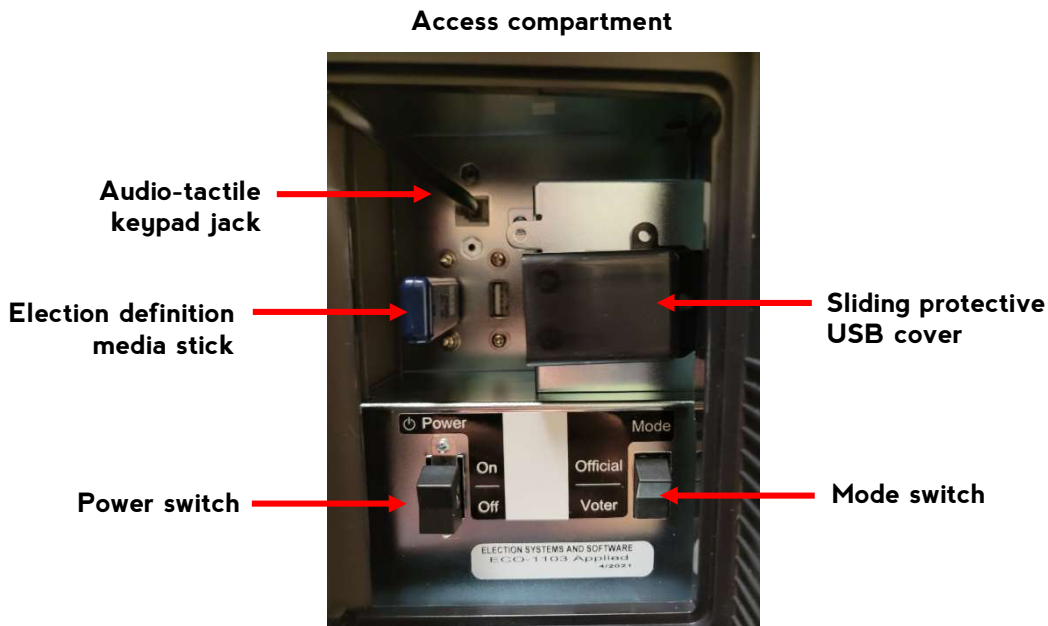
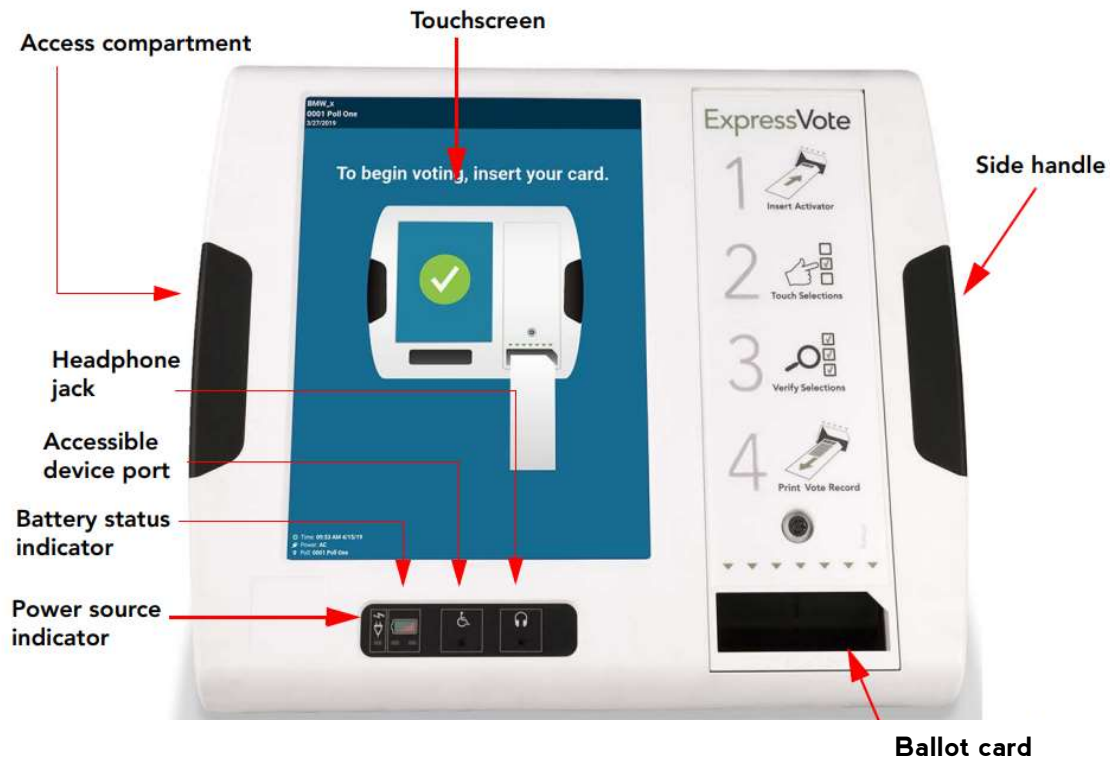
Displays when the Jetpack is connected to the AC charger.

Closing Procedures

Unplug MiFi jetpack from power outlet. To turn off the MiFi jetpack, press and hold the power button (follow the red arrow) for 3 seconds. Select “OK” to shut down. You will see a “MiFi Powering Off” message and the screen will go blank after a few seconds. Place the jetpack in the black pouch and return it to the Manager.

C. Ballot-Marking Device (ExpressVote)

The paper-based ExpressVote system uses touch-screen technology that produces a paper record for tabulation. ExpressVote handles the entire ballot marking process, eliminating unclear marks and the need for interpretation of the voter's mark.



Appendix B

Opening Checklist

The Manager will provide the round barrel key.

- Assemble the ADA table.
- Pull the ExpressVote device out of its soft case and lay it face down on the ADA table.
- Pull the metal stand out and leave at a 45-degree angle.
- Plug the power cord (located in the side pocket of the soft case) into the ExpressVote device (flat side will face upwards) and make sure the power cord is firmly connected to the power block.
- Plug the other end into the 110v power outlet.
- Make sure your power block isn't hanging off the table but rests securely on the table.
- Position the ExpressVote device upright facing forward.
- The access compartment is located on the left side of the ExpressVote device. Using the round barrel key, unlock and open the access compartment.
- Verify the Election Definition Media Stick is plugged in to the USB Port (see diagram p. 35). If missing, consult the Manager.
- Confirm the Mode Switch is set to "Voter". Push the Power Switch to the ON position and hold for 3 seconds. The device should power up in 3 minutes but could take as much as 10 minutes. The device will be ready for voters as soon as it is powered up.
- Close and carefully relock the access compartment. When closing the access compartment, be sure to leave the tactile keypad cord through the aligned slot in the access compartment door.
- Remove headphones from soft case and plug into the port on the front of the ExpressVote device.
- Make sure to position the device where the screen is not visible to poll workers or other voters for privacy.



ADA table



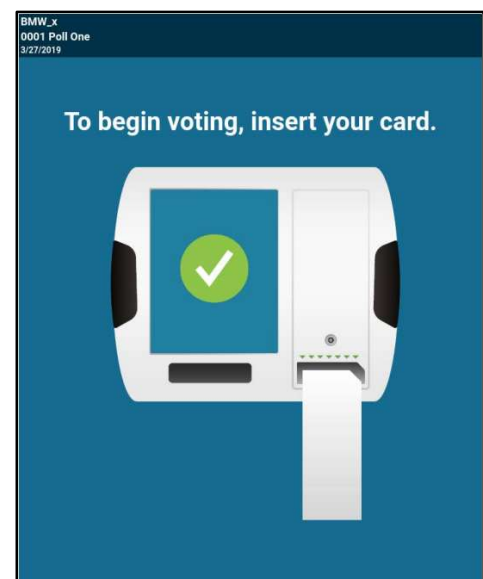
Round barrel key

How To Use

The ExpressVote printer is attached to the EVID Edge tablet at the Help Desk. If a voter wishes to use the ballot-marking device, they must check in at the Help Desk. A voter who chooses to mark their ballot using ExpressVote will need to have a blank ballot card inserted into the ExpressVote printer to use the ExpressVote ballot-marking device. The voter's ballot style identifier will be printed onto the blank ballot card and then the voter may proceed to the ExpressVote device to mark their ballot.

The following applies when voting using the ExpressVote:

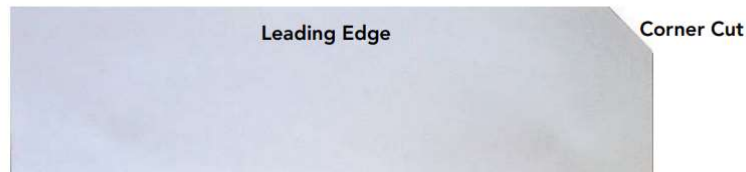
1. The voter is given a blank ballot card and a secrecy sleeve at the Help Desk to take to the ExpressVote booth. If a voter asks for assistance, the poll worker will accompany the voter to the ballot-marking device, and will assist as needed with the ExpressVote's accessibility features (font size, volume control, tactile keypad, etc.). See *Accessibility Features* (p. 39).



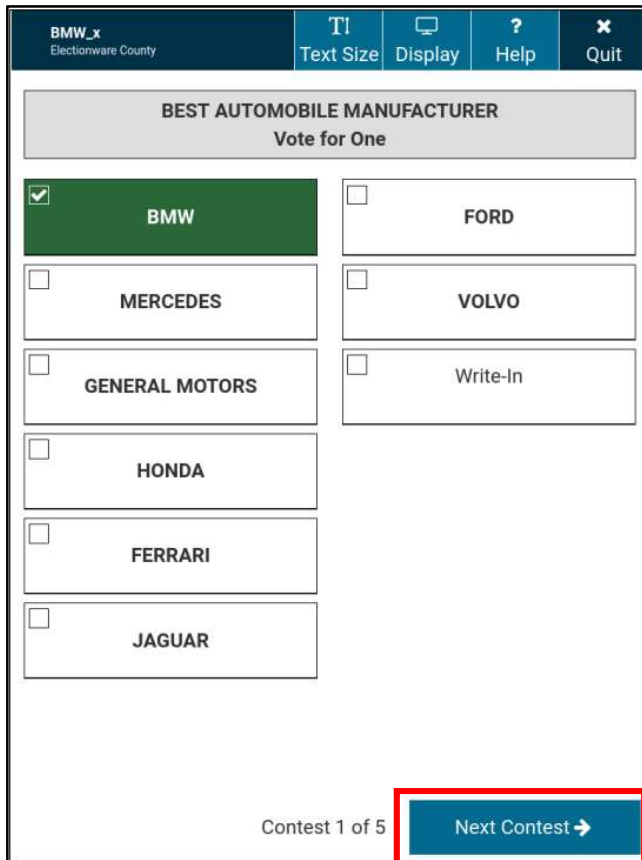
Appendix B

- The voter inserts the ballot card into the ExpressVote face-up with the corner cut edge on the top right. Once the display appears on the screen, the voter will be given privacy to vote and mark the ballot.

ExpressVote Paper Stock



- The voter marks the ballot on a touchscreen either by hand, with an audio tactile keypad and headphones, or by using voter’s personal sip and puff device by following the written and/or audio instructions:
 - Touch to select the name of the candidate or other contest choice. The system displays a check mark and green highlighting to indicate the selection.
 - To deselect a contest choice, touch the name or contest again. The system removes the check mark and highlighting from the selection.
 - The voter will progress through each contest on the ballot by selecting “Next Contest”.
 - For contests that allow write-in votes, touch the write-in selection on the contest screen. The system displays an on-screen keyboard. Touch the on-screen keyboard to enter the write-in name, then touch “Accept”.



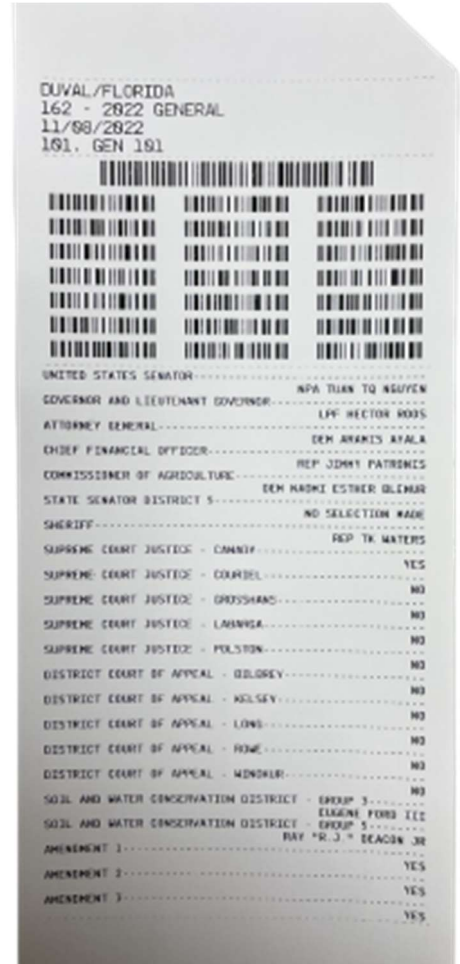
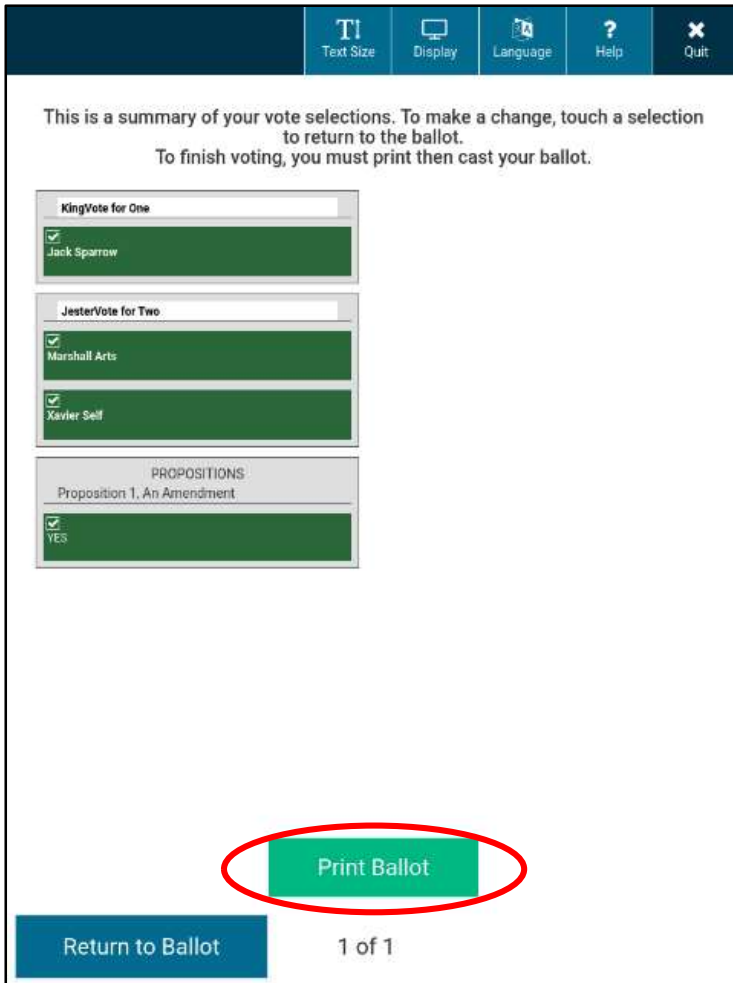
Appendix B

- The voter has an opportunity to review a summary of all ballot choices made. The voter should select “Next Page” if there is more than one page of ballot choices. The voter may be alerted to an error on their ballot summary. Ballot-marking devices do not allow a voter to overvote a ballot. When selections are being reviewed by the voter, the system will alert the voter that one or more contests have been undervoted, giving the voter the opportunity to select a choice if they wish to do so. However, a voter can undervote the ballot if desired. To change a ballot selection, select “Return to Ballot” and to make new ballot selections.

BMW_x Electionware County			Text Size	Display	Help	Quit	
BEST AUTOMOBILE MANUFACTURER Vote for One <ul style="list-style-type: none"> <input checked="" type="checkbox"/> BMW <input type="checkbox"/> MERCEDES <input type="checkbox"/> GENERAL MOTORS <input type="checkbox"/> HONDA <input type="checkbox"/> FERRARI <input type="checkbox"/> JAGUAR <input type="checkbox"/> FORD <input type="checkbox"/> VOLVO <input type="checkbox"/> Write-in 	BEST VOCAL ARTIST Vote for no more than Two <ul style="list-style-type: none"> <input type="checkbox"/> FRANK SINATRA <input type="checkbox"/> ELVIS <input type="checkbox"/> PATSY CLINE <input type="checkbox"/> JANIS JOPLIN <input type="checkbox"/> BUDDY HOLLY <input type="checkbox"/> BARRY WHITE <input checked="" type="checkbox"/> BILLIE HOLIDAY <input type="checkbox"/> STEVIE RAY VAUGHAN <input type="checkbox"/> "MAMA" CASS ELLIOT <input checked="" type="checkbox"/> Write-In FREDDIE MERCURY <input type="checkbox"/> Write-In 	BEST ICE-CREAM FLAVOR Vote for One <ul style="list-style-type: none"> <input type="checkbox"/> CHOCOLATE <input type="checkbox"/> STRAWBERRY <input checked="" type="checkbox"/> VANILLA <input type="checkbox"/> Write-In 	PROPOSITIONS			PROPOSITION 1 Are you in favor of a three day weekend? <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No 	
Page 1 of 2			Next Page →				

- Once the voter is satisfied with the selections made, the voter should print the ballot by selecting “Print Ballot” and then selecting “Print” on the confirmation screen. The voter should also review the selections on the marked ballot card. If the voter requests another ballot, see *Voter Asks for Another Ballot* (p. 29).
- The voter should cast the marked ballot into the vote tabulator.

Appendix B



ExpressVote ballot card (marked)

Accessibility Features

ExpressVote also provides all voters with a simple and inclusive voting experience that conforms to ADA guidelines.

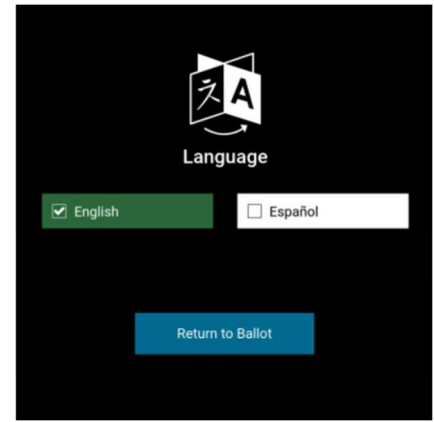
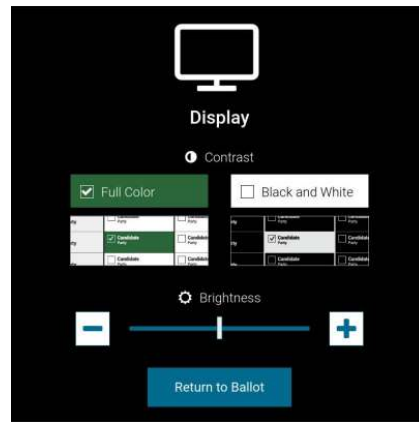
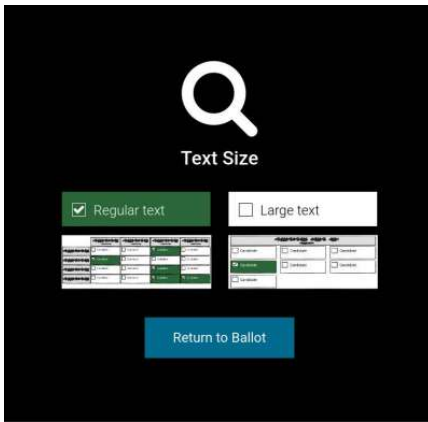
Screen Appearance

When using the touch screen to mark a ballot, voters can use the Title Bar at the top of the screen to adjust the appearance of the screen (text size, display, and language).



Button	Description
Text Size	Enables the voter to increase or decrease the size of displayed text. Displaying an increased text size is sometimes referred to as zoom mode.
Display	Enables the voter to change the screen display to white text on a black background and adjust screen brightness for the remainder of the voting session
Language	Enables the voter to select a preferred language
Help	Enables the voter to display the Help screen
Quit	Enables a poll worker to quit the voting session

Appendix B



Audio-Tactile Keypad

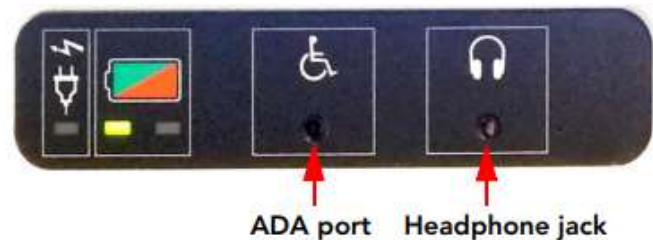
The audio-tactile keys enable the voter to adjust the audio volume and tempo, navigate the ballot, use the black privacy screen feature, and make contest selections. The keypad’s faceplate includes Braille labels identifying each key. The following table describes how each button on the audio-tactile keypad is used to control the audio and screen components of the voting session.



Button	Description
Up Arrow	Moves the cursor up the screen menu
Back Arrow	Moves to the previous screen
Select Square	Selects the voter’s contest choices
Forward Arrow	Advances to the next screen
Down Arrow	Moves the cursor down the screen menu
Home	Return to the top of the ballot
Pause	Stops the audio message momentarily; press once to pause; press again to resume the audio
Screen Diamond	Press once to darken the monitor for privacy viewing. Press again to return to normal display; the monitor returns to normal display automatically at the end of each session
Repeat Round	Repeats the last spoken phrase of the audio
Tempo Oval	Adjusts the audio speed
Volume Rectangle	Adjusts the audio level

Assistive Technology Connections

The ExpressVote’s front auxiliary panel provides ports for connecting peripheral audio and assistive technology devices. The ADA port allows voters with disabilities to connect a personal Rocker Switch Device or Sip-and-Puff Device. A voter who cannot use the touchscreen or the audio system can connect an adaptive device to this port. The audio interfaces on the ExpressVote unit provide voting capabilities for voters who are blind or visually impaired. If the election includes audio, a voter can connect headphones to the headphone jack. Headphones may be used in combination with other assistive devices. When you plug in an assistive device, you will need to select “Continue” to begin voting with the assistive device.



Appendix B

Closing Checklist

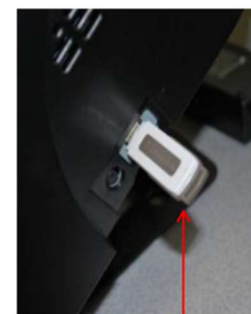
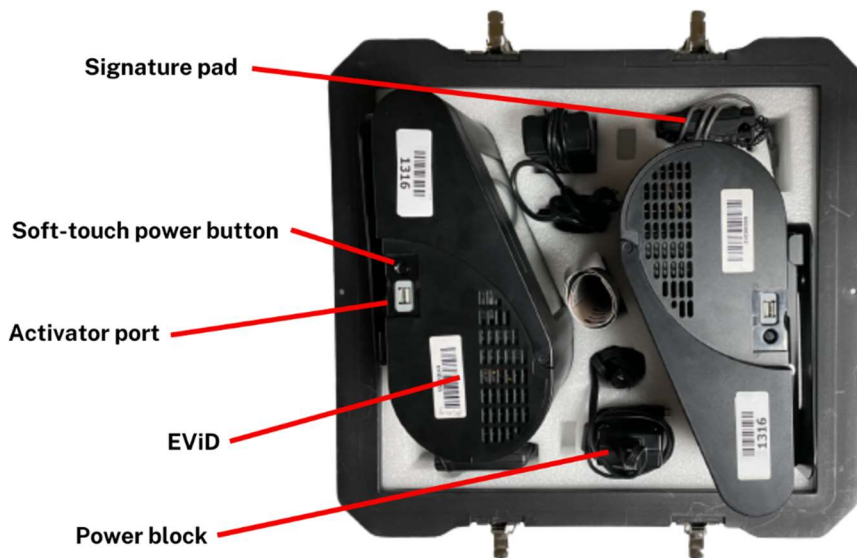
The Manager will provide the round barrel key.

- Unplug the headphones.
- Use the round barrel key to unlock the access compartment.
- Flip the power switch to the “Off” position. A screen will appear with a 10-second countdown counter. When the counter reaches zero (0), the unit will perform a controlled shutdown. To cancel the shutdown, press the power switch to the On position before the countdown reaches zero.
- Close and carefully relock the access compartment. When closing the access compartment, be sure to leave the tactile keypad cord through the aligned slot in the access compartment door.
- Lay the device face down.
- Remove the power cord from the back of the device by sliding the sliding protective USB cover on the plug back while gently pulling the plug out.
- Unplug the other end from the 110v power outlet.
- Close the metal stand on the back of the device. It will snap into place.
- Return the device to its soft case. Place headphones back into the carrying case. Return the power cord to the carrying case side pocket.
- Disassemble the ADA table.

D. Electronic Poll Book (EViD)

(Sections 97.055, 97.0555, 98.461, 101.5608(1), 101.043(1), 101.045, 101.49, Fla. Stat.)

EViD (Electronic Voter iDentification) is an electronic poll book system used in place of printed paper poll books to check in voters, determine whether they have already been mailed or voted a mail ballot, update voter information, and direct voters in the wrong location to their correct polling place. EViD units are used by Inspector Techs to check in voters and EViD Edge tablets are used by Managers at the Help Desk.



Activator

Appendix B

Opening Checklist

The Manager will provide the EViD Activator. There are two EViD units in each case.

- ❑ Unlatch the black EViD case and remove the EViD unit from its hard case.
- ❑ Remove the power cord and power block from the case. Connect the power cord to the power block. Plug the cord into the matching port on the back of the EViD. Plug the power cord into the 110v power outlet.
- ❑ Remove the signature pad for each EViD and plug it into an available USB port on the back of the EViD.
- ❑ Insert the EViD activator into the activator port on the right side of each EViD.
- ❑ If available, plug the handheld scanner into any available USB port on the back of the unit. You must plug in the scanner prior to powering on the EViD.
- ❑ To turn on the EViD, press the soft-touch power button located on the right side of the EViD. Be sure an EViD activator stick is plugged into your EViD before you hit the power button. The unit will take a moment to power up.
- ❑ When prompted, verify that the polling location is correct and select “Yes”. Verify that the date and time are correct and select “Yes”.
- ❑ Use the on-screen keyboard to enter your initials to tell the EViD system who is operating this station. Enter your initials in the field. Leave the field for Code blank. Select “Submit”. Your initials will be on each Voting Pass that you issue. If you are going to step away from the EViD or rotate to another station, select the white human figure icon on the Home screen to remove your initials.
- ❑ An Opening Report will automatically print. Tear off the Opening Report. One Inspector Tech should sign the bottom of the report where indicated. Give the Opening Report to the Manager who will put it in the front of the EViD Accordion Folder.
- ❑ Unplug the EViD activator from the USB port and return it to the Manager.



To clear the keyboard from the screen, select the “X” in the bottom right corner of the screen. To backspace, select the left arrow at the top right of keyboard.

L&A-SunnySeaside County Elections
Opening Report
 Mode: Early Voting
 Station Role: Clerk
VR Demo Election
 May 31, 2023
 Downtown Library
 Precincts: All
Summary Statistics

	Daily	Total
Regular Check-ins	0	0
Provisional Check-ins	0	0
Total	0	0

Opening Instructions:
 Please verify that the date and time are correct. Make sure that the AM/PM and the time zone are correct.
 Date and Time: 6/1/2023 08:09:06 AM
 Time zone: Eastern Standard Time
 Operator ID: VRS
 Please Sign Line Below.

EViD Version: 3.2.113.0
 EViD ID: E2036-18900461

Appendix B

Changing EViD Printer Paper

To remove the printer roll, press the black lever on the top left side of the EViD unit. The top pops up. Lift out the roll and put a new roll in with the paper feeding up and over the top. Snap the lid back in place. If the EViD doesn't print properly, you may have put the paper in backward. Extra rolls are located at the Check-In Station.

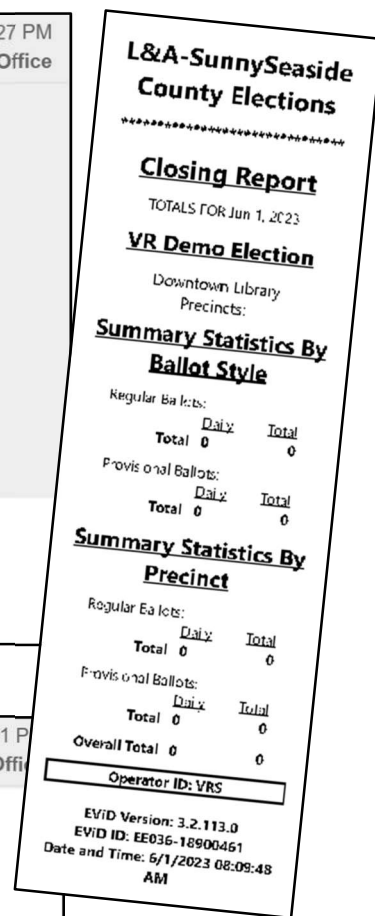
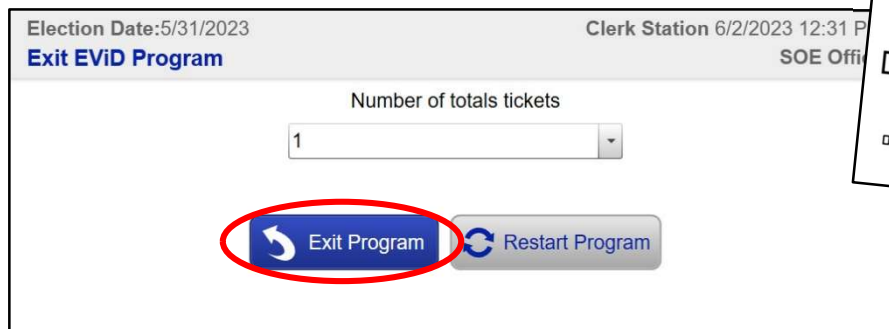
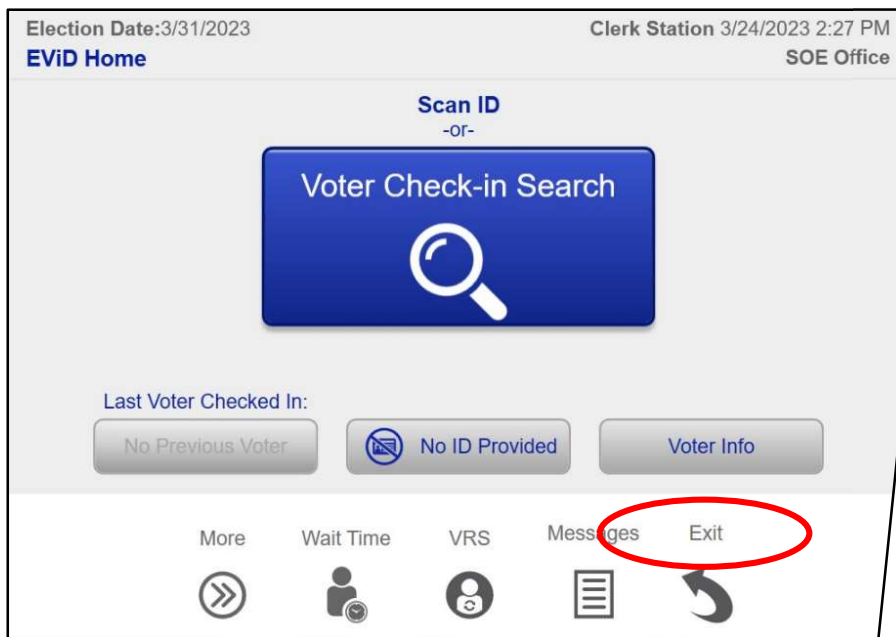
How To Use

To check in a voter on the EViD see *Voter at the Check-In Station* (p. 18).

Closing Checklist

The Manager will provide the EViD Activator.

- Insert the EViD activator into the activator port on the right side of each EViD.
- Exit Fast Voter Check In by selecting "Exit" at the bottom of the screen.
- The number of ticket totals to print should be pre-filled to "1". Select "Exit Program". A Closing Report will print and the unit will power down automatically.
- Give the Closing Report to the Manager to place in the EViD Accordion Folder.
- Remove activator and return it to the Manager to place in the Black Pouch.
- Place the system components back in the case carefully and close and lock the case.



E. Vote Tabulator (DS300)

(Sections 101.5606, 101.5608(2), Fla. Stat.)

The DS300 tabulator is a digital scan voting system that scans paper ballots and ballot cards to tabulate vote totals. The tabulator is attached to the top of the ballot box which contains a ballot bin and emergency compartment.



The locks on the DS300 are pick-resistant locks requiring that the key be pushed in while turning to unlock. The key does not need to be pushed in while locking. Also, the compartment locks must be in the locked position for the key to be removed.

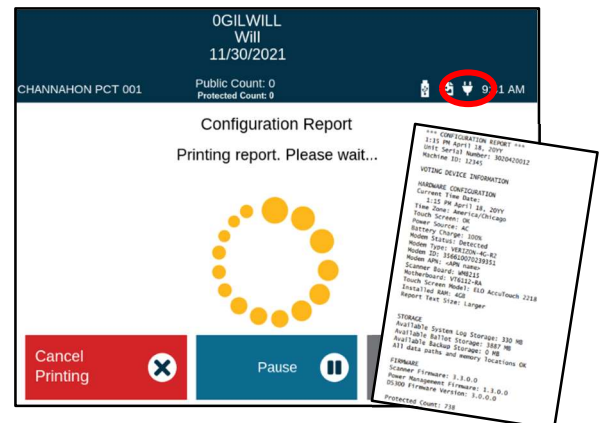
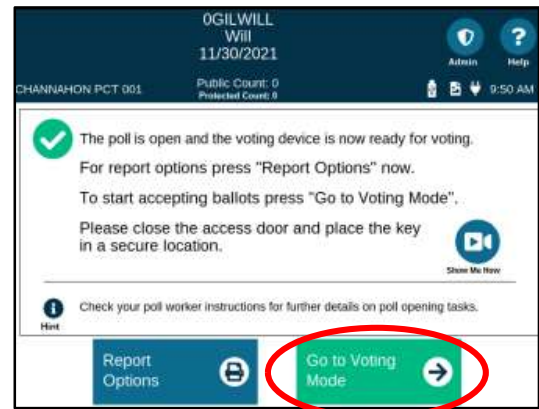
Opening Checklist

Two Inspector Techs open polls on each tabulator by following the tabulator DS300 Procedures Card located in the ballot bin. One reads the instructions while the other completes the actions. The Manager will provide the flat silver key, the flat black key, the Broken Seals Envelope, and the DS300 Tape Envelope needed for the opening procedures. The Manager and Assistant Manager will observe and will complete the Chain of Custody Log.

- Verify that the numbers on the three white seals on the front of the DS300 (sealing the tabulator, emergency compartment and ballot bin) match the numbers preprinted on the Chain of Custody Log. Break the three front seals and place them into the Broken Seals Envelope.

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- ❑ With the flat silver key, unlock the ballot bin and remove the ballot pads and place them at the Ballot Station. Place a ballot pad of each style at the Help Desk. Remove the blank ballot cards for the ExpressVote and place them at the Help Desk. Remove the box of EViD tape and place at Check-In Station. Remove the flag and flag base and place at the Help Desk. The ballot bin should now be empty. Close and relock the door.
- ❑ Make sure the emergency compartment is empty and that the steel flap is in the up position so that no ballots can be inserted. Close and relock the door.
- ❑ Using the flat silver key, unlock the ballot box lid, release both latches and raise the lid. Verify that the serial number and tracking number on the top of the tabulator matches the preprinted numbers on the Chain of Custody Log.
- ❑ Remove the power cord on the back of the DS300 and plug it into an electrical outlet. Make sure to also use the attached cube surge protector provided. The surge protector's orange light should be on, confirming you have power from the outlet.
- ❑ Using the flat black key, unlock the front of the tabulator and lift the screen open. After waiting 60 seconds, you will see a status bar scroll across the screen. Verify that the power plug icon is visible in the top right corner of the screen. If the tabulator does not power on automatically and you have confirmed there is power to the unit (orange light on cube surge protector), use the flat black key to unlock the front access compartment. Press the Power button, make sure you see the green light, and then immediately close and lock the front access compartment.
- ❑ The DS300 will display a boot-up screen and then begin printing a configuration report tape. Do not tear off the tape yet.
- ❑ Two green checks will appear on the screen. Verify the precinct is correct on the screen. Select the green button that says, "Open Poll". The Zero Tape will begin to print.
- ❑ Tear off the Zero Tape. All totals on the Zero Tape should be zero. All poll workers (except Deputy) verify zero totals and sign the Zero Tape. Place the Zero Tape in the DS300 Tape Envelope provided by the Manager.
- ❑ Select the green "Go to Voting Mode" button to open polls.
- ❑ Remove red memory stick label seal on the top of the DS300 and place it on the Chain of Custody Log.
- ❑ If there are no discrepancies, the Manager and Assistant Manager should sign the Chain of Custody Log. Return the Broken Seals Envelope, and the DS300 Tape Envelope to the Manager. If discrepancies are found, the Manager should report them immediately.
- ❑ Place the DS300 Procedures Card at the Help Desk until it is time to close the polls on the DS300.



Appendix B



All tabulators delivered to a polling location should be open and in use until the polls close.

Return inside the PURPLE BAG

CHAIN OF CUSTODY LOG

PRECINCT: 101 **SECTION 1** **ELECTION DATE: March 19, 2024**

DS300
 Serial # DS0111320210 100
 Tracking # DS077 Seal #

Seal	Seal	Seal
80431	80432	80433

OFFICIAL ELECTIONS SEALS
 Duval County SOE 104486

DS300
 Serial # _____ DS300
 Tracking # _____ Seal #

Seal	Seal	Seal

Place Memory Stick Label Here

I hereby certify that the seal numbers recorded above correspond to those affixed to the DS300 prior to opening the polls and that there is no evidence of tampering.

 Precinct Manager's Signature

 Assistant Manager's Signature

SECTION 2 - PROBLEMS AND CHANGES
 Record here any problems with the machines. Use the reverse side if necessary.

Replacement DS300 Serial # _____ Tracking # _____

Replacement DS300 Serial # _____ Tracking # _____

 Precinct Manager's Signature

 Assistant Manager's Signature

SECTION 3 - AFTER CLOSING THE POLLS

DS300
 Serial # DS0111320210 DS300
 Tracking # DS077 Seal #

Seal	Seal	Seal
63245	63246	63247

DS300
 Serial # _____ DS300
 Tracking # _____ Seal #

Seal	Seal	Seal

Return Voted Ballots Only in Red Voted Ballot Bags

RVB 1 SEAL #	RVB 2 SEAL #	RVB 3 SEAL #
36869	22760	63699

I hereby certify that the numbers recorded above are affixed to the DS300 and Red Voted Ballot Bags (RVB's) after the close of the polls.

 Precinct Manager's Signature

 Assistant Manager's Signature

SECTION 4 - TRANSPORT TO THE DROP ZONE
 The following persons are responsible for transporting the BALLOTS and RED VOTED BALLOT BAGS to the DROP ZONE for this precinct

 Precinct Managers Signature

 Board Member

Date and time of departure from polling site 5/16/23 at 8:43 p.m.

Chain of Custody Log

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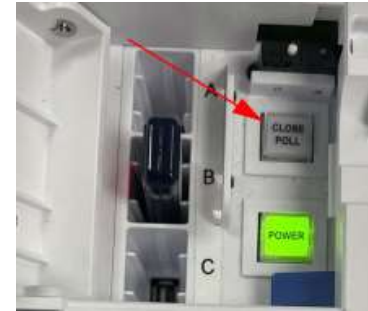
How To Use

To assist a voter in casting their ballot in the tabulator, see *Voter Casts Ballot at Tabulator* (p. 27).

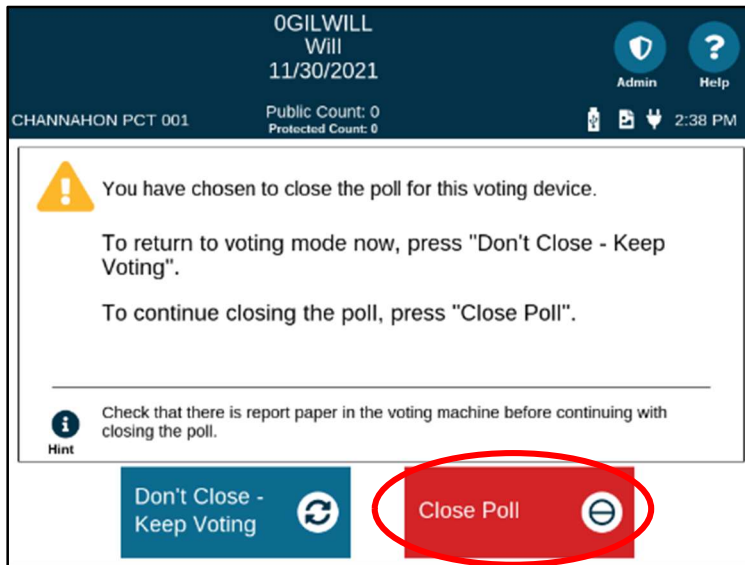
Closing Checklist

Retrieve the DS300 Procedures Card from the Help Desk. Two Inspector Techs close polls on each tabulator by following the DS300 Procedures Card. One reads the instructions while the other completes the actions. The Manager will provide the flat silver key, flat black key, Chain of Custody Log, DS300 Tape Envelope, Gray Unscanned Ballot Bag, Red Ballot Bag(s), Extra Seals Envelope, Unofficial Election Results sheet, and the Black Pouch needed for the closing procedures.

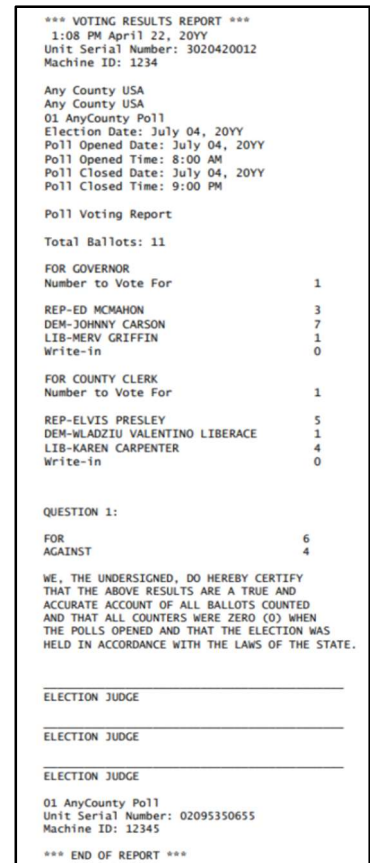
- Using the flat silver key, unlock the emergency compartment. If there are any ballots in the emergency compartment, tabulate them through the DS300. Voters who placed their ballots in the emergency compartment may witness the scanning process even though the polls are closed. Place any rejected ballots in the Gray Bag.
- Using the flat black key, unlock the front access compartment and lift open. Press and hold the "Close Poll" button for two seconds. It will flash orange.
- A message will appear on the display screen to close the polls. Select "Close Poll" on the DS300 screen to close the polls.



Front Access Compartment



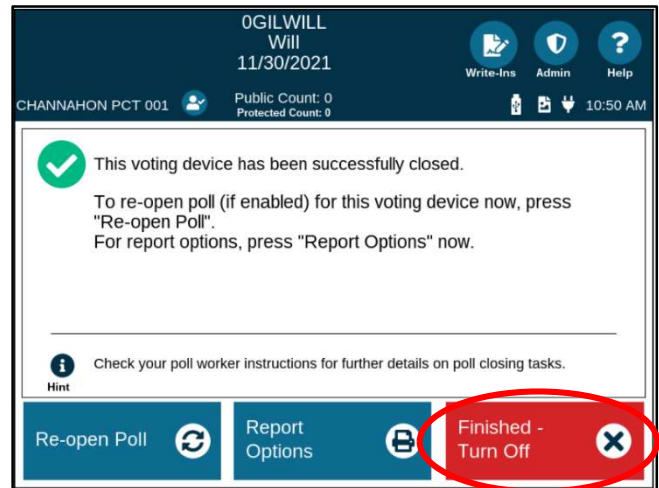
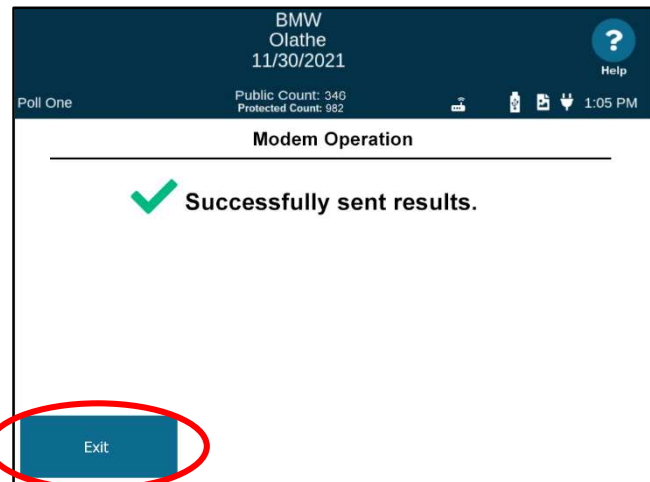
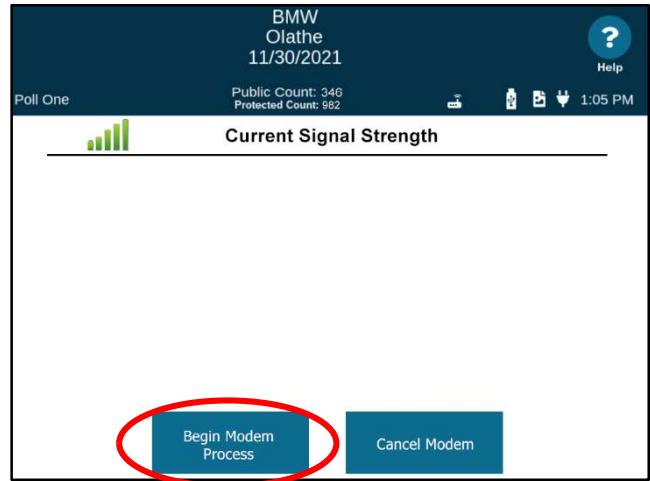
- Two copies of the Results Tape will print. Tear off the first Results Tape and have all poll workers (except Deputy) sign it. Place it in the DS300 Tape Envelope.



Results Tape

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- ❑ A screen will appear indicating signal strength. Select “Begin Modem Process” to transmit results.
- ❑ If a “Successfully Sent Results” message appears on the screen, select “Exit”. If transmitting results fails, attempt to resend. If that attempt is not successful, alert the Manager.
- ❑ When the results have been successfully transmitted and all tapes have printed, select “Finished-Turn Off”. It will take a minute or so for the DS300 to shut off.
- ❑ Affix the second Results Tape to the Unofficial Election Results sheet and post conspicuously within the polling room near the entrance and visible to the outside.
- ❑ When all lights have gone out on the DS300 remove the memory stick and place inside the black pouch to be returned in the yellow bag. Close and lock the front access compartment. Close the screen. Lock the tabulator with the flat black key.
- ❑ Using the flat silver key, unlock the ballot bin and remove all voted ballots. Arrange voted ballots in stacks of manageable sizes. Place voted ballots in Red Bag(s). Do this neatly and do not toss ballots in bags as this results in folds and tears.
- ❑ Using the seals from the Extra Seals Envelope, place one seal on each Red Bag used for marked ballots. Place the seal through the zipper hole and then through the ring and seal. Do not seal the bag handle.
- ❑ Retrieve used stub pads (including partials) from the Ballot Station and place in the Blue Bag with Red Handles.
- ❑ Retrieve all unused and unopened ballots and ballot cards from the Ballot Station and the Help Desk and place them in the ballot bin. Retrieve the box of EViD tape from Check-In Station and place it in the ballot bin. Retrieve the flag and base from the Help Desk and place them in the ballot bin. Nothing else should be inside the ballot bin. Lock the ballot bin.
- ❑ Close the lid and latch locks. Lock the top with the flat silver key. Unplug and roll up power cord.



The repacked tabulator and sealed red bags are now ready for the Manager’s Chain of Custody procedures.

Chapter 8 – Closing the Polls

(Sections 100.011(1), 101.049, Fla. Stat.)

A. Announcement



At the scheduled closing hour at 7:00 p.m. on Election Day, the Manager shall announce that the polls are closed and that anyone in line will be allowed to vote. The Precinct Election Board must complete steps including, but not limited to, securing equipment and ballots. After all voters have finished voting and the polls are closed, the proceedings are open to the public.

B. Voters in Line at Close of Polls

All eligible voters standing in line at the polling place by 7:00 p.m. on Election Day shall be allowed to vote. The Deputy shall stand behind the last person in line to clearly mark the end of the line and establish a cut-off point. Any voters in line after the closing time must be issued a provisional ballot at the Help Desk.

C. Securing Voting Equipment

Once all voters in line by close of polls have voted, the Precinct Election Board must secure the voting device so that no more ballots may be cast. Then, the Precinct Election Board shall complete all Election Day closing procedures. The public is permitted to witness the closing of the polls, but no photography is allowed.

D. Closing Procedures

Technology

Inspector Techs work with the Manager or Assistant Manager to turn off and pack up the MiFi hotspot, electronic poll book(s), ballot-marking device(s) and the tabulator(s).

- Turn off and pack up the MiFi hotspot. For instructions, see *Mi-Fi Hotspot* (p. 34).
- Turn off and pack up the ballot-marking device(s). For instructions, see *Ballot-marking Device* (p. 35).
- Turn off and pack up the electronic poll book. For instructions, see *Electronic Poll Book* (p. 41).
- Turn off and pack up the tabulator(s). For instructions, see *Vote Tabulator* (p. 44).

Clean Up

All poll workers are responsible for cleaning up inside the polling room.

- Return your badge to the Manager.
- Break down all voting booths and tables.
- Put away all precinct equipment, signs and supplies prior to leaving.
- Make the polling place look as clean as it did upon your arrival.
- Bring back into the polling room all cones, the A-frame precinct sign and the call bell.
- Position all equipment delivered by moving company back into the same location and arranged in the same manner as it was found in the morning.



You are responsible for the condition of your polling site. The Manager will not dismiss you until the polling site has been returned to the way it was found. Do not leave the polling place until dismissed by the Manager. Leaving prior to dismissal will result in employee termination.

Chapter 9 – Contingency

(Sections 102.014(5)(k), 102.031, 102.101, Fla. Stat.)

A. Security

On Election Day, maintain a heightened awareness for potentially threatening activity such as suspicious vehicles, persons, or packages near the polling place. Report any suspicious activity to the Manager immediately.

- Carefully monitor loitering in or around the polling place.
- Be aware of strange or suspicious vehicles parked for prolonged periods near the polling place.
- Be certain the polling place access points--Entrance and Exit--are clearly marked.
- Be certain all workers wear proper identification credentials as required by law.
- Limit voter access points to the facility. Use signage to identify access points and enforce any building access restrictions that exist.
- Encourage all poll workers to be particularly vigilant in preventing voters from accessing areas of the building not used for voting.
- Make sure your phone is charged and turned on.
- Identify evacuation routes and assembly areas 100-300 feet away from the building.
- Avoid exiting the polling place alone at night. All poll workers should exit the building together after being dismissed by the Manager.

Active Shooter

Active shooter situations are unpredictable and evolve quickly. Call or text 911 if you can.

AVOID | DENY | DEFEND

AVOID | DENY | DEFEND™

During an act of violence (robbery, hostage situation, workplace violence, active shooter, etc):

AVOID starts with your state of mind.

- Pay attention to your surroundings
- Have an exit plan
- Move away from the source of the threat as quickly as possible
- The more distance and barriers between you and the threat, the better

DENY when getting away is difficult or maybe even impossible.

- Keep distance between you and the source
- Create barriers to prevent or slow down a threat from getting to you
- Turn the lights off and silence your phone
- Remain out of sight and quiet by hiding behind large objects

DEFEND because you have the right to protect yourself.

- If you cannot AVOID or DENY, be prepared to DEFEND yourself
- Be aggressive and committed to your actions
- Do not fight fairly. THIS IS ABOUT SURVIVAL.

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B. Medical or Emergency Event

In the event of a medical or other emergency requiring assistance from the police, fire department, or medical personnel, call 911 and alert the Manager to report the incident. If the polling room must be evacuated, the Manager will announce it and the tabulator must be unplugged and rolled out of the polling room.

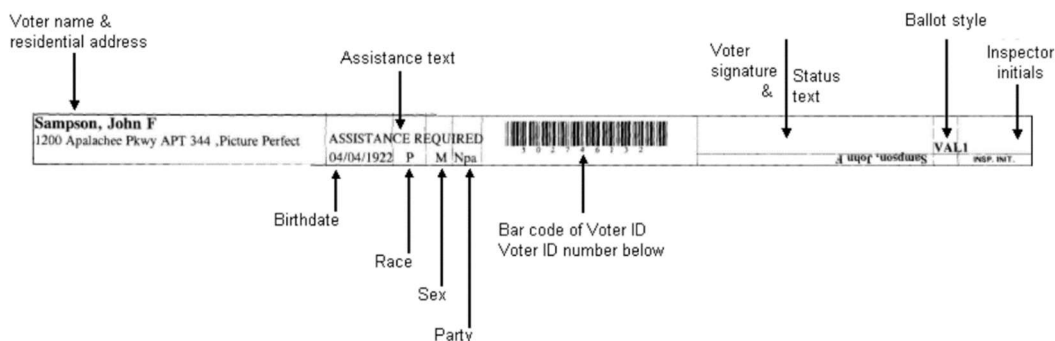
C. Power Outage

If there is a power outage at the polling place, the Manager will notify the Supervisor of Elections Precinct Hotline immediately. Provide voters with flashlights if needed. If an evacuation is needed due to power outage, the Manager will announce it.

Paper Register Procedures

Do not use the paper register procedures to check in voters unless directed by the Manager. The Manager will provide the White Bag containing the paper register.

1. Use the heavy paper provided in the Blue Bag to separate the paper register and list the alphabet for voters to know which check-in table to use (i.e., A-G, H-M, etc.).
2. Move the ballot pads from the Ballot Station to the Check-in Station. During paper register procedures, ballots are issued at the Check-in Station by the Inspector Tech as voters are checked in.
3. Open the sealed White Bag and begin checking in voters with the paper register.



Register Column Title	Contents
NAME AND ADDRESS	Voter's name and residence address
DATE OF BIRTH	Voter's birth date
RACE	Voter's race: I = American Indian/Alaskan Native A = Asian/Pacific Islander B = Black, not Hispanic H = Hispanic W = White, not Hispanic O = Other
SEX	M = Male F = Female U = Unknown
PARTY	Voter's party code
(no column title)	Bar code with voter's registration number
(no column title)	Voter signs here. Various special messages are also displayed here.
STYLE	Numerical code used to identify voter's ballot style
INSP INIT	Inspectors enter initials in this column

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Special Register Message	Location	Meaning
ASSISTANCE REQUIRED	Spans date of birth, race, sex, party columns	Voter needs voting assistance.
INACTIVE VOTER	Spans date of birth, race, sex, party columns	Voter moved and has not voted for two general elections. Disregard this notation.
Protected	Date of Birth	Voter's address is protected from the public record
ABSENTEE REQUESTED	Signature column	Voter has requested and possibly voted an absentee ballot.
*** VOTED EARLY ***	Signature column	Voter has voted early.
*** VOTED ABSENTEE ***	Signature column	Voter has voted absentee.
* VOTED PROVISIONAL *	Signature column	Voter cast a provisional ballot during early voting.
Pending: Must Vote Provisional	Signature column	Voter's registration is awaiting verification. Voter must vote provisional.
Challenged: Must Vote Provisional	Signature column	Voter has been challenged and must vote provisional.
Potentially Ineligible	Signature Column	Voter may only vote a provisional ballot.

4. Signal the next person in line and say the following: **“Welcome! May I please have your photo and signature ID?”**. To verify the identity of the voter, see *Voter at the Check-in Station* (p. 18).
5. Find the voter's name on the register. If necessary to find the voter's name, ask voter for date of birth. If voter's name is not on the register or if the voter's name has changed, direct the voter to the Help Desk.
6. Check for special messages printed on the register. If there is a special message on the register, the issue must be resolved before the voter may sign the register to receive a ballot.
 - If the register indicates “ASSISTANCE REQUIRED”, see *Assistance at the Polls* (p. 31).
 - If the register indicates “INACTIVE VOTER” or “*Protected*”, you may disregard the notation.
 - If “ABSENTEE REQUESTED” is indicated and the voter is returning the vote-by-mail ballot, first mark the returned vote-by-mail ballot “Canceled” on the certificate side of the ballot envelope and give the ballot to the Manager or Assistant Manager. If the voter does not have the vote-by-mail ballot with them to return, direct the voter to the Help Desk to vote a provisional ballot.
 - If “VOTED ABSENTEE”, “VOTED EARLY”, “VOTED PROVISIONAL”, “Pending: Must Vote Provisional”, “Challenged: Must Vote Provisional”, or “Potentially Ineligible” is printed in the signature column, direct the voter to the Help Desk.
7. Point to the line where the voter should sign. Do not turn the paper register around. The register is designed with the signature line facing the voter. The voter signs underneath their name. Compare signature with that on voter's ID. If the signatures do not match, direct the voter to the Help Desk.
8. Select proper ballot for voter as indicated on the register. Select a ballot with this same code in its upper left-hand corner. Initial register in box provided and initial ballot stub. Write the stub number in the space to the right of the voter's name underneath the ballot style.
9. Show the voter that the ballot they are receiving matches the ballot style on the paper register. Say to the voter: **“Please see that I am giving you one ballot with the correct ballot style.”** Place the ballot inside the secrecy sleeve and give it to the voter.
10. Direct the voter to voting booth to mark the ballot. If the voter requests the use of a ballot-marking device, direct the voter to the Help Desk.
11. After the voter has marked their ballot, direct them to the tabulator. If there is battery backup power available to the tabulator, see *Voter Casts Ballot at the Tabulator* (p. 27). If no battery backup is available,

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the tabulator's emergency compartment can be unlocked by the Manager and used. In that case, instruct voters to cast their ballots into the emergency compartment. Say to the voter, **"Your ballot is being temporarily placed in the emergency compartment. You may return at 7:00 p.m. after the polls close to observe the ballots being inserted into the tabulator to be counted."** Offer the voter an "I Voted" sticker.

D. Extended Polling Hours

(Sections 101.049, 101.048 Fla. Stat.)

Extended Polling Hours are a rare occurrence, but it is important to be prepared for this situation if it should occur. Procedures for Extended Polling Hours are very different from regular polling hours. Any person voting after the last person who was in line during the scheduled closing hour of 7:00 p.m. on Election Day must vote a provisional ballot. These provisional ballots must be kept separate from all other ballots cast during regular voting hours. Because all voters need to be issued provisional ballots during Extended Polling Hours, Inspector Techs will be permitted to issue provisional ballots rather than send voters to the Help Desk. The Manager will convert all EViD units over to the Extended Hours setting.

At Close of Regular Polling Hours at 7:00 p.m.

The Manager will provide the Deputy with a pink Provisional Ballot Envelope from the Help Desk. The Deputy will give the Provisional Ballot Envelope to the first person in line after the regular close of polls at 7:00 p.m. This voter does not need to do anything with the envelope. The envelope indicates that this voter will be the first voter of Extended Polling Hours. The Deputy will stand behind the last voter who is in line waiting to vote for regular polling hours. The Deputy will remain behind this voter until the voter checks in to vote.

After Last Voter in Line During Regular Polling Hours Casts Ballot

After the last voter in line at the close of regular polling hours at 7:00 p.m. casts a ballot, the Assistant Manager and one Inspector tech will close polls on the DS300. See *Closing Checklist* (p. 47). Complete all the steps but do not repack the tabulator's ballot bin with the leftover ballots at this time.

Distribution of Supplies for Extended Polling Hours

The Manager will distribute supplies for Extended Polling Hours:

- Pink Provisional Ballot Envelopes will be placed at the Check-In Station.
- Pink Secrecy Sleeves will be placed at the Ballot Station and the White Secrecy Sleeves will be removed.
- A Green Bag will be positioned near the tabulator. An Inspector Tech will stand beside the bag at all times. Voters will cast their pink Provisional Ballot Envelope into this bag. This bag should never be unattended!
- One Inspector Tech should pass out clipboards loaded with the Pink Provisional Envelopes and pens to the next few voters in line and explain what should be completed on the envelope.
- The Manager will be at the Help Desk and the Assistant Manager will be at the Ballot Station.

At Check-In Station During Extended Polling Hours

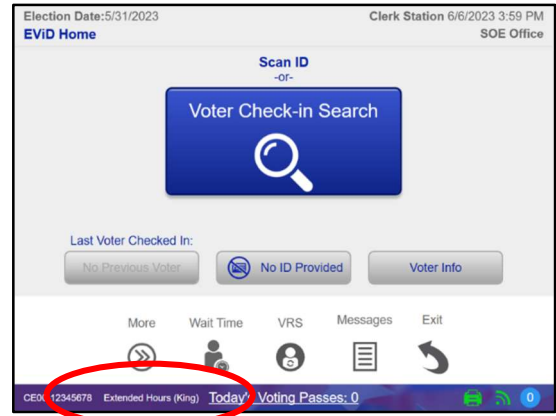
Pick up a Pink Provisional Ballot Envelope and say to the Extended Polling Hours voter, **"You are voting under Extended Polling Hours provisions in FL law. After you mark your ballot, you will put it into this Provisional Ballot Envelope and seal it. You will tear off the top flap which has a tracking number so you can track the status of your ballot on our website."** Do not give the envelope to the voter yet.

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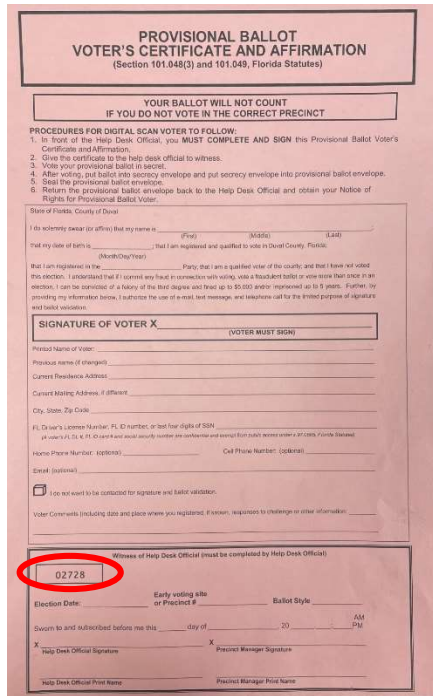
Voter Search on EVID During Extended Polling Hours

Before you begin checking in voters, you should see a new Home screen much like the regular polling hours Home screen, but make sure your EVID shows “Extended Hours” at the very bottom of the screen. If you do not see “Extended Hours” on your EVID screen, consult with the Manager before checking in any voters.

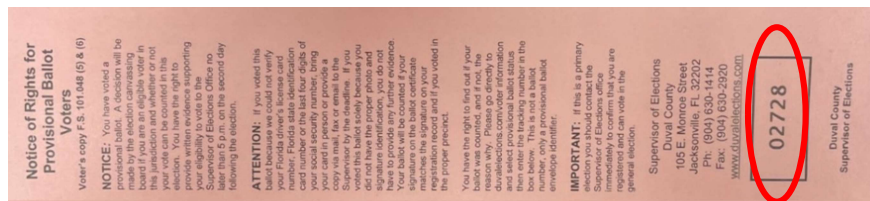
Follow procedures for *Voter Search at the Check-in Station* (p. 19).



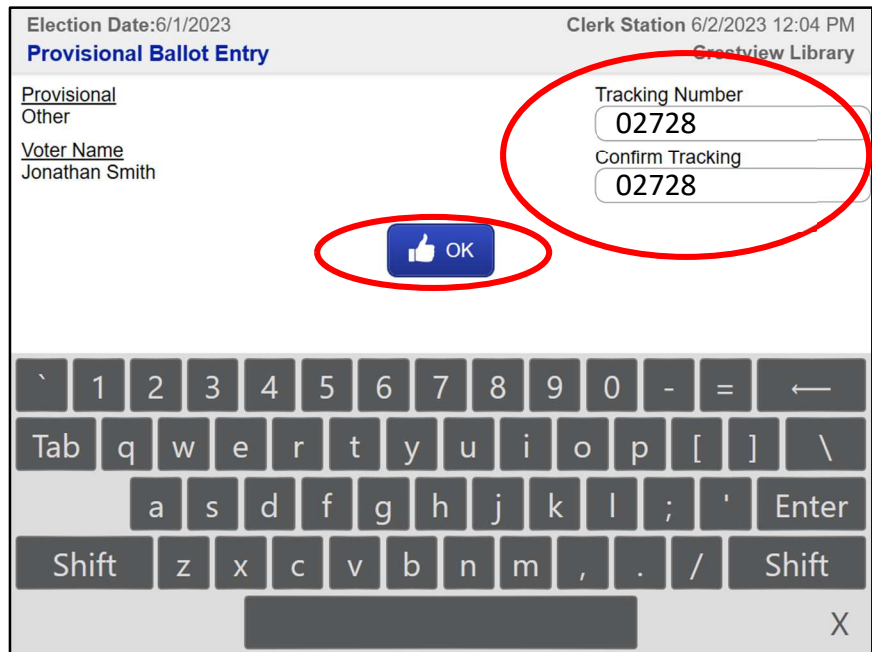
After you find the voter, verify that the voter’s name and address are correct and select “Yes”. On the Provisional Ballot Entry screen, you will enter the tracking number found on the flap of the pink Provisional Ballot Envelope. Enter the same number into both fields and select “OK”.



Envelope Front Side



Envelope Top Flap



The voter will sign the signature pad and you will verify the signature matches the ID provided, return the ID, and issue a voting pass.



If you encounter any situation in which you would have directed a voter to the Help Desk during regular polling hours, the same procedures apply. Do not check in the voter. Print the Help Desk Ticket when prompted and direct the voter to the Help Desk.

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Issuing the Pink Provisional Ballot Envelope

Before you direct the voter to the Ballot Station, you will need to mark the Pink Provisional Ballot Envelope. The top portion of the front of the envelope is for the voter’s information. Since you have already checked in the voter on the EViD, the voter does not need to complete or sign this section.

Front of the Envelope: Fill out the *Witness of Help Desk Official* completely. Sign on the line for “Help Desk Official Signature” and print your name underneath. Although there is a space for the Manager to sign, only one signature is required by law.

Back of the Envelope: Check the box for “Qualified Voter” located in the *Reason for Provisional Ballot* box. Do not mark anything else.

Tear off the Voting Pass from the EViD printer. Give the Voting Pass and the Pink Provisional Ballot Envelope to the voter. Direct the voter to the Ballot Station.

At the Ballot Station During Extended Polling Hours

Follow the procedures for *Eligible Voter at the Ballot Station* (p. 26). Before issuing a ballot or ballot card, write an X in the box in the upper right corner of the ballot where “For Office Use Only” is indicated. Marking an X in this box will prevent the ballot from being mistakenly cast in the tabulator.

During Extended Polling Hours, you will use the Pink Secrecy Sleeves. Direct the voter to the voting booths and say to the voter, **“Once you have marked your ballot, place it back into the secrecy sleeve and slide BOTH the sleeve and the ballot into the pink envelope and seal it. You may tear off the flap to track your ballot on our website.”**

Casting a Ballot During Extended Polling Hours

After checking to see that the voter has sealed the pink provisional ballot envelope and carefully removed the tracking number flap, the Inspector Tech positioned near the tabulator beside the Red Bag will say to the voter, **“Please cast your ballot into the green bag. Thank you for voting!”**

Closing Procedures for Extended Polling Hours

Finish the *Closing Checklist* (p. 47) for the tabulator by repacking the ballot bin with the unused full ballot pads. Complete all other closing procedures found in *Closing the Polls* (p. 49).

As an election official you perform an invaluable civic duty by ensuring that all voters have a positive voting experience. Thank you for your professionalism, dedication, time, and service!

*Jerry Holland,
Duval County Supervisor of Elections*

Glossary

A-Frame Sign – A large, white, plastic sign used to alert voters to the roadway entrance to a voting precinct.

Americans with Disabilities Act (ADA) – A federal law that sets standards for ensuring that Americans with disabilities have equal access to public services and facilities.

Assisted Voter – A voter who requests assistance in marking their ballot due to a disability or illiteracy. Assisted voters may have a person of their own choice assist them or have two poll workers assist them.

Audio-Tactile Interface - An assistive device or hand-held keypad that enables voters with visual, cognitive, or mobility impairments to mark a ballot.

Emergency Compartment – A locked compartment at the front of the tabulator where voters insert ballots that cannot be scanned.

Ballot – The official paper, with ovals filled-in by the voter, that contains all the contests to be voted on in a specific precinct. See also “*Ballot Card*.”

Ballot Bin– The locked compartment at the bottom of the tabulator that contains the ballots after they have been scanned.

Ballot Card – The official voter-verifiable paper output of a ballot-marking device used by the voter, that contains all the contests to be voted on in a specific precinct.

Ballot-Marking Device - The touch-screen technology that produces a paper record for vote tabulation. Provides all voters with a simple and inclusive method of marking their ballot that conforms to ADA guidelines.

Ballot Style – The type of ballot issued to a voter that is predetermined by the Supervisor of Elections according to the voter’s registration record (voting precinct and party affiliation).

Ballot Report Form - The form used to account for the number of ballots received, unscanned, spoiled, provisional, voted (cast), used, and unused at each precinct. This form is completed by the Precinct Manager and/or the Assistant Manager.

Challenged Voter – A voter whose eligibility to vote has been questioned. Challenged voters may vote a Provisional Ballot.

Deputy – An Election Worker, deputized by the Sheriff, stationed outside of the polling room who maintains order, monitors voter line length, monitors the No Solicitation Zone, and who announces the opening and the closing of the polls.

Drop Zone - The site where designated election officials will drop off red voted ballot bags and precinct supplies after the polls close.

DS300 – See “*Tabulator*.”

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Early Voting – As dictated by Florida election laws, a period of 8-15 days when voters can vote in-person at any Early Voting site in the county where they are registered to vote.

Election Board – All poll workers assigned by the Supervisor of Elections and serving as staff in a precinct on Election Day.

Elections Center- The location where training classes are held, election equipment is stored, and precinct supplies are delivered and picked up prior to Election Day.

Election Board – All Election Workers, including the Deputy, that work at a given precinct during an election.

Electronic Poll Book – Device that partially automates the process of checking in voters, assigning them the correct ballot style, and marking voters who have been issued a ballot. May be used in place of a traditional paper poll book or precinct register.

Electronic Voter Identification (EViD) – See *“Electronic Poll Book.”*

EViD Activator – The USB drive that allows an EViD unit to access the Florida Voter Registration database and check-in voters.

ExpressVote – See *“Ballot-Marking Device.”*

Florida Statutes - Enacted by the Florida Legislature, all the laws of the State of Florida, including those that establish the electoral process in Florida.

General Election – An election held on the first Tuesday after the first Monday in November in the even-numbered years for both, the purpose of filling federal, state, and county offices and for the purpose of voting on constitutional amendments not otherwise provided by law.

Inspector Tech – A Election Worker trained to check in voters using the electronic poll book, issue ballots at the ballot station and operate the tabulator.

Manager (Assistant Manager) – The person who oversees a Polling Place. Referred to as a Clerk in the Florida Statutes.

MiFi Hotspot– A mobile Wi-Fi hotspot used to establish a wireless connection between the electronic poll books at a precinct and the Supervisor of Elections data center allowing a voter’s status to be checked in real time.

Multipurpose Form – Form that combines the Florida Voter Registration Application, Declaration to Secure Assistance, Declaration to Provide Assistance and Signature Affidavit into one convenient form.

No Solicitation Zone – As dictated by Florida election law, the area within a 150’ radius from the entrance of the polling place, and within the polling room, where the solicitation of voters is illegal.

Oath of Person Entering a Challenge - Form provided to voters or poll watchers who challenge another voter’s right to vote. This form must be completed by the challenger, and the challenged voter must vote a provisional ballot.

Appendix B

Overvote – When a voter marks the ballot for more candidates in a contest than the number of vacancies to be filled.

Poll Watcher – Person designated by a political party, candidate, or political committee to observe the voter check-in process and the conduct of the election. All poll watchers must sign up by the deadline and must meet the requirements as provided by the Florida Statutes.

Poll Worker – Trained individual who processes voters, provides instructions on the proper use of voting equipment, and solves potential problems that voters encounter at Election Day polling sites.

Polling Place – The location and building where voting occurs in each precinct.

Polling Room – The room where voter check-in and the casting of ballots take place.

Precinct – The geographical area that designates where voters go to vote and which ballot they receive.

Precinct Register – The paper list of the names and addresses of every citizen who is registered to vote in a specific precinct.

Primary Election - The nomination of candidates of political parties as provided by Section 100.061, Florida Statutes. Held the Tuesday ten weeks prior to the general election.

Provisional Ballot – A ballot cast by an individual whose eligibility to vote cannot be determined. The validity of the provisional ballot is determined by the canvassing board provided by Section 101.048, Florida Statutes.

Results Tape – The tape that is printed on the tabulator after the polls are closed that summarizes the election results for a precinct.

Rovers – Field service technicians directed by SOE staff to polling locations to assist with technical issues.

Sample Ballot – Paper or digital examples of each precinct’s ballots that are mailed, emailed, or distributed at SOE offices that a voter can use to make informed selections prior to voting their actual ballot on Election Day.

Secrecy Sleeve – Issued by the Inspector Tech at the Ballot Station to provide privacy for the ballot.

Service Animal – A specially-trained animal performing work or tasks to assist persons with a disability. Emotional support animals are not the same as service animals according to Florida statute.

Sign Kiosk – A tri-fold information board located near the Help Desk that includes information, notices and voter instructions in English and Spanish.

Solicitors - Candidate and/or campaign supporters; petitioners; and news media. Allowed only outside the 150-foot radius of the No Solicitation Zone.

Spoiled Ballot – A ballot that has been marked in error, torn, or damaged during the election. Placed in the spoiled ballot envelope and accounted for at the end of the night on the Ballot Report Form.

Tabulator - Voting machine used in Duval County to tally votes, transmit results, and print election reports on Election Day.

Appendix B

Universal Primary Contest – If all candidates for an office have the same party affiliation and the winner will have no opposition in the General Election, all qualified voters, regardless of party affiliation, may vote in the Primary Election for that office.

Unscanned Ballot – A ballot that was not scanned by the tabulator at the end of the election and will be reviewed by the canvassing board.

Undervote – When a voter does not make any selections or makes fewer selections than allowed in a contest on the ballot.

Visual Aid Packing Chart – Color-coded chart identifying the location of all precinct supplies and how to pack the backs during closing procedures.

Vote-by-Mail (formerly known as absentee ballot) - A ballot that is mailed or picked up in advance of an election. Provides the voter the option to vote without having to visit an early voting site or polling place on Election Day. Requested by any registered and qualified voter.

Voter Accessibility Kit – Contains signature guides, sanitary ear and head covers, and other accessibility resources.

Voter Information Card (formerly known as Voter Registration Card) - A card mailed to each registered Florida voter listing voter's name, date of birth, precinct number, party affiliation, voter registration number, date of issue, districts representing the voter, and polling location. The card is issued for informational purposes only.

Voting Booth – A piece of equipment set-up for voters to mark their ballot in private.

Voter Registration Form – A Voter Registration Application, also known as FVRA form (Florida Voter Registration Application). This is used when a voter wishes to register to vote or to make a change to their voter registration. It is found in Section 1 of the Multipurpose Form.

Voting Pass – A ticket given to a voter at check in that authorizes them to receive a ballot.

Write-in Candidate – A candidate who is qualified to run for election by way of the voter writing the name of the candidate on the ballot.

Zero Tape – Election tape that is printed by the tabulator and verified by the Precinct Manager and the Assistant Manager or Inspector Tech before voting begins to certify that all races have a zero total.